

# ARMS Web User Guide

## EXHIBIT D

# Automated Rental Management System

\* Exhibit D  
has been re-formatted  
as an ASCII text  
file on a CD  
appendix.

Introduction .....	i-v
Create Reservation .....	1-5
Change Reservation/Rental .....	1-12
Enterprise Requests-by Adjuster .....	1-8
Enterprise Requests-Unassigned .....	1-5
View Reservation/Rental .....	1-6
On-Line Reporting .....	1-6
Process Approved Invoices .....	1-7
Setup and Maintenance .....	1-7
Buttons .....	Appendix

# Introduction

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Introduction

<b>Welcome to ARMS Web!</b> .....	i
<b>What is ARMS Web?</b> .....	i
<b>User Guide Overview</b> .....	ii
<b>Helpful Hints</b> .....	ii
<b>Common Definitions</b> .....	ii
<b>Function Keys</b> .....	iii
<b>Other Information</b> .....	iii
<b>On-screen Information</b> .....	iii
<b>Sign On</b> .....	iv
<b>ARMS Web Main Menu</b> .....	v

# **Introduction**

## **Welcome to ARMS Web!**

This User Guide offers step-by-step instructions that clearly guide you through each function of ARMS Web. It also shows you how to maximize the benefits of the system. Enterprise encourages you to keep the User Guide handy for future reference.

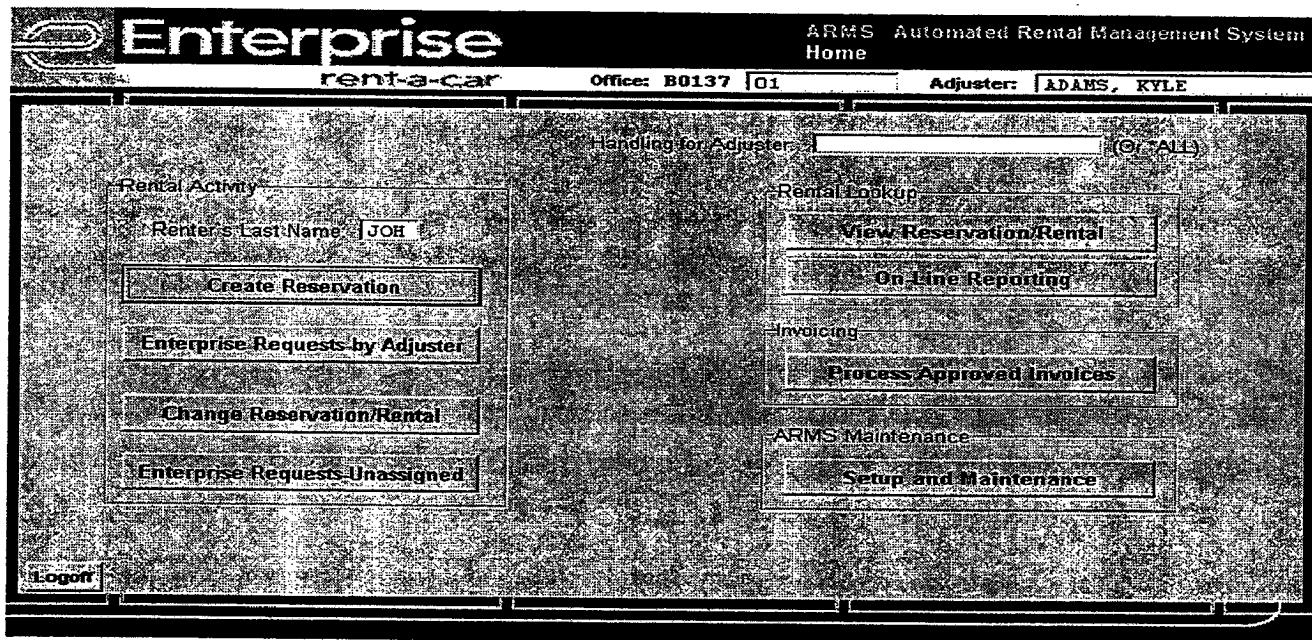
## **What is ARMS Web?**

It is the Internet-based version of the **Automated Rental Management System**. ARMS Web forms a web-based computer link between your company and Enterprise Rent-A-Car. You can create reservations to set up rentals for your insured or claimants directly through the Enterprise computer system. You also have the ability to change existing reservations and rentals, view rates, extend authorizations, receive authorization requests and extension requests, send messages back and forth with Enterprise, and much more.

# User Guide Overview

Keep these important points in mind when reading your User Guide:

The screens shown throughout this guide are reproduced directly from the ARMS Web system and are accurate reflections of the actual screens. Field buttons appear in **bold** type. They can be clicked to access information or move to another screen.



## Helpful Hints

- ◆ Remember to key your claims office code in the **Office** field on the main menu (shown above). Your name will already be set in the Adjuster field after you log on to the system. Once you enter the office code here, it is carried forward throughout the program for you.
- ◆ If you are monitoring or making changes to another adjuster's files, be sure to enter his or her last name in the **Handling for Adjuster** field.
- ◆ Whenever a button is highlighted (see Create Reservation above), you can press **ENTER** or click the button to select it. You can highlight a button by pressing **TAB** to move from one button to the next. Though there are three methods by which to select the screen, the User Guide will use only the highlight and click **OK** method. Remember that you can use any of the methods at any time.

## Common Definitions

- ◆ **A finger** is what the cursor turns into when it is positioned over a button. Click to select that button.
- ◆ **A button** is an area on the screen that allows you to access, view, and/or change information.

# User Guide Overview

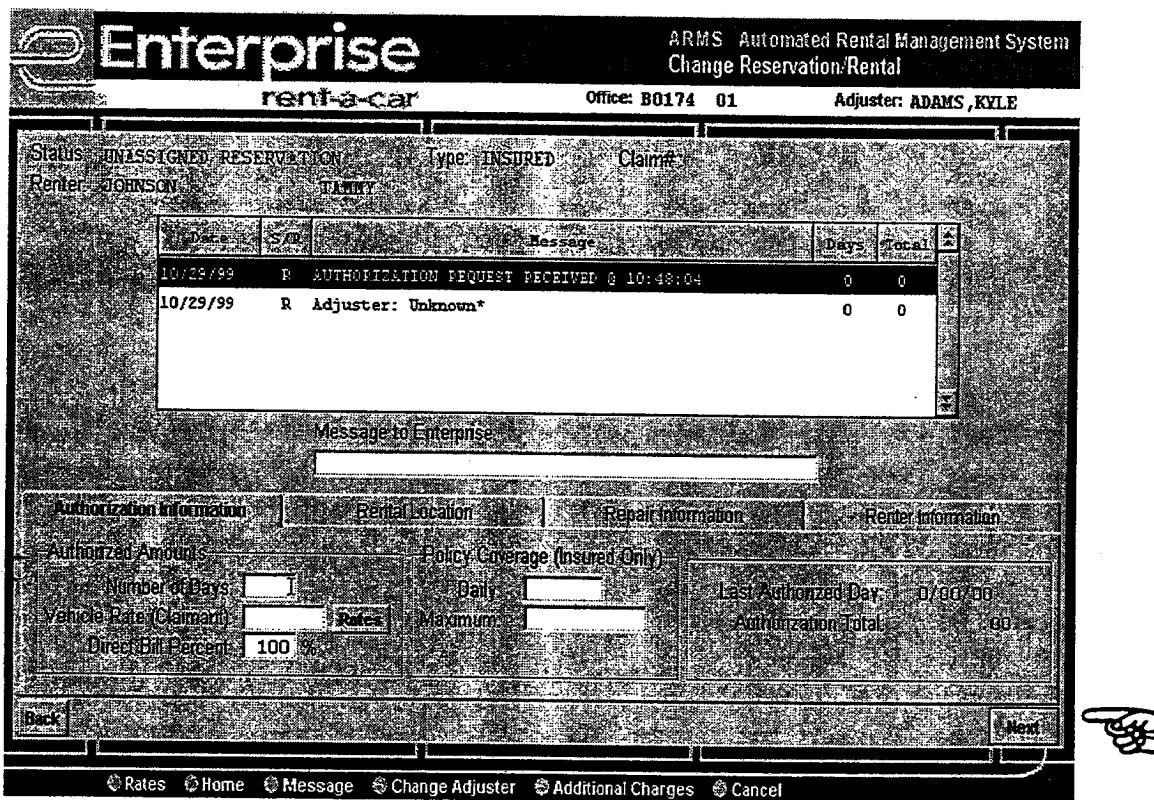
## Function Keys

There are no function keys in ARMS Web. They have been replaced by buttons located at the bottom of each screen. Detailed instructions for these buttons are provided in the Appendix in the back of the guide.

## Other Information

**Logoff** allows you to log off the system at any time by clicking the button.

**Next** indicates that you will move to the next screen to obtain or add more information. When the finger is placed on **Next**, click to move to the next screen. Click the **Back** button to return to the previous screen.



## On-screen Information

All on-screen information in this guide, including renter names, Enterprise employee names, adjustor names, repair facility names, addresses, claim numbers, and telephone numbers, has been invented for training purposes.

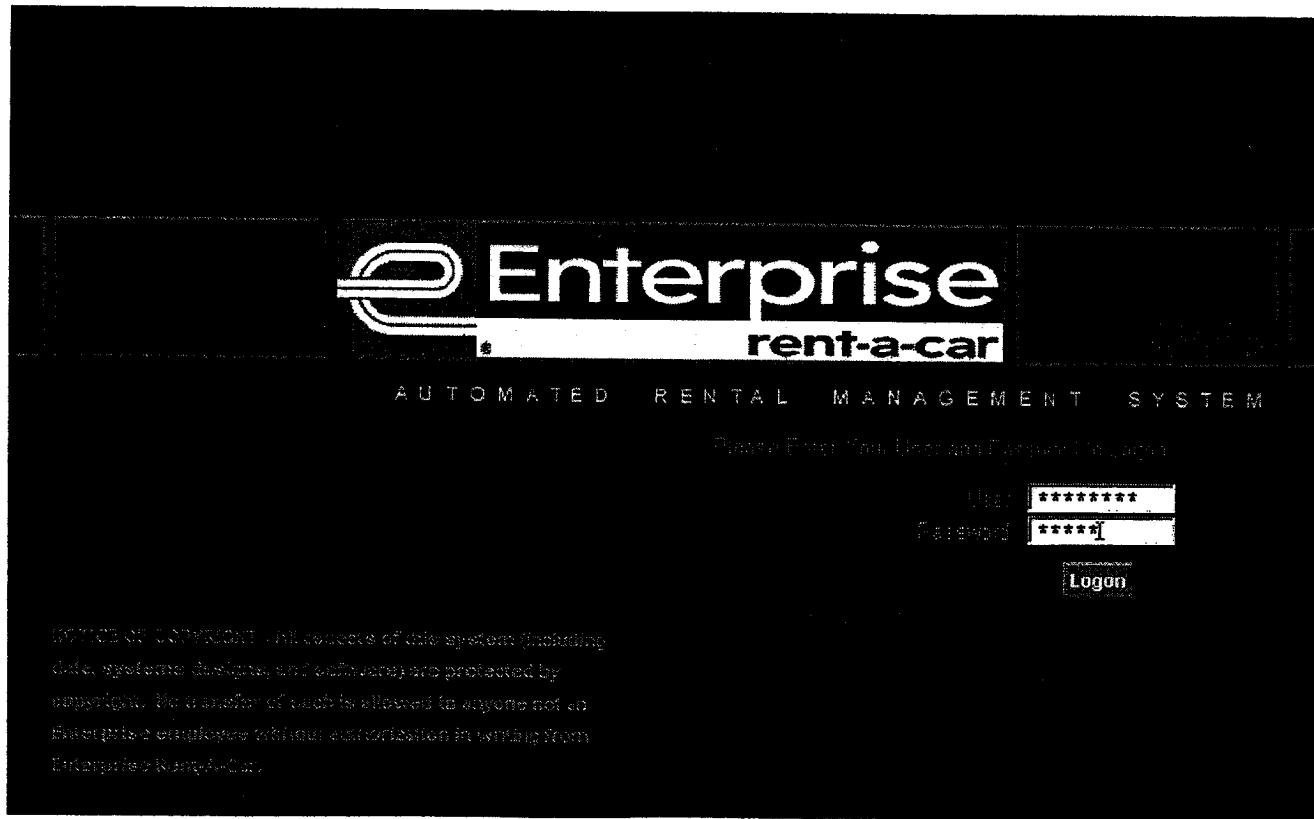
**Any information that matches an actual person or place is purely coincidental.**

## Sign On

Depending on the type of link your company has with Enterprise, the following screen may or may not appear. If it does *not* appear, consult your supervisor for sign-on procedures.

If the Sign On screen *does* appear,

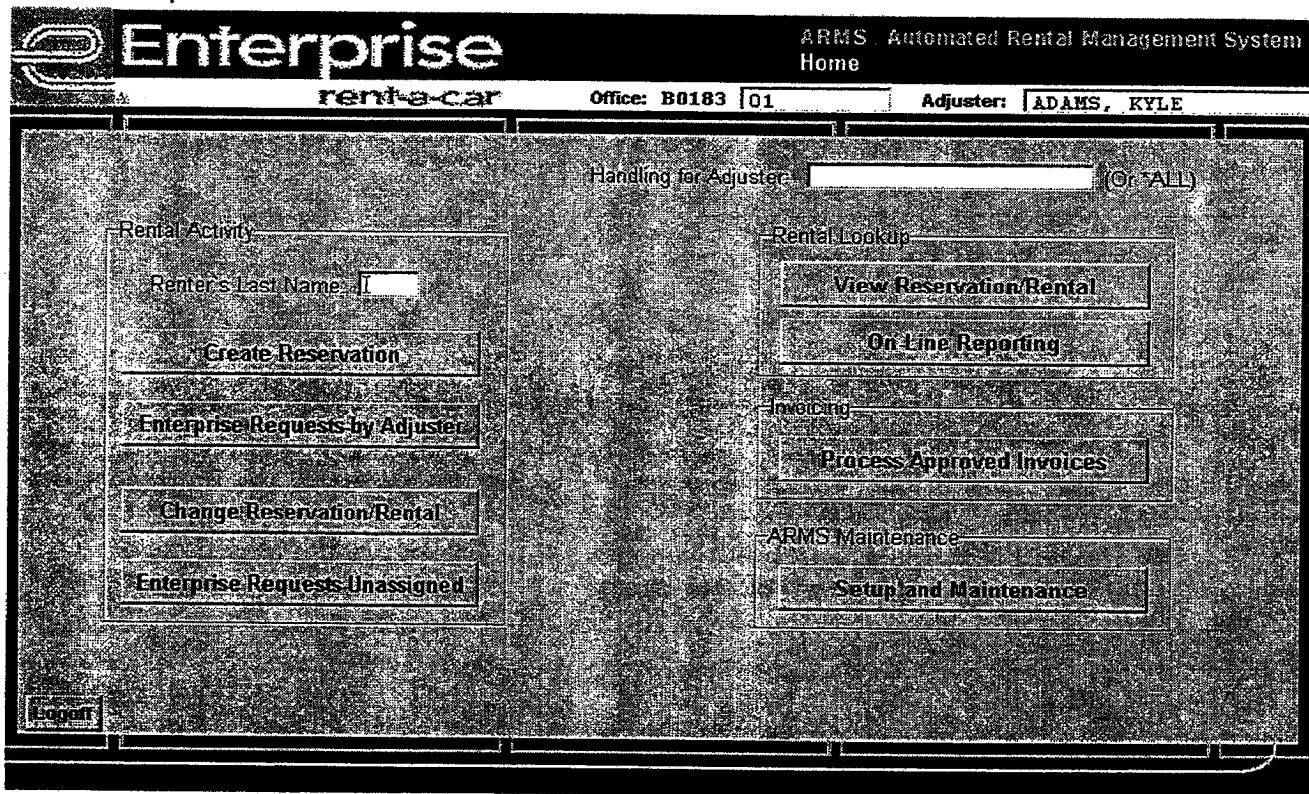
- 1) Key your **User ID** and **Password**. This user ID and password will be issued to you by Enterprise. These allow Enterprise to confirm that you are authorized to use ARMS Web.
- 2) Press **ENTER** or click **Logon**. The ARMS Web main menu appears (page v).



## ARMS Web Main Menu

Before you select any option from the ARMS Web main menu, *always* be sure to key your claims office code. Your **name** should already display in its field. Once this information is keyed on the main menu, it carries forward to all screens throughout the program. There is no need to re-key it. If you are monitoring or making changes to another adjustor's files, be sure to enter his or her last name in the **Handling for Adjuster** field.

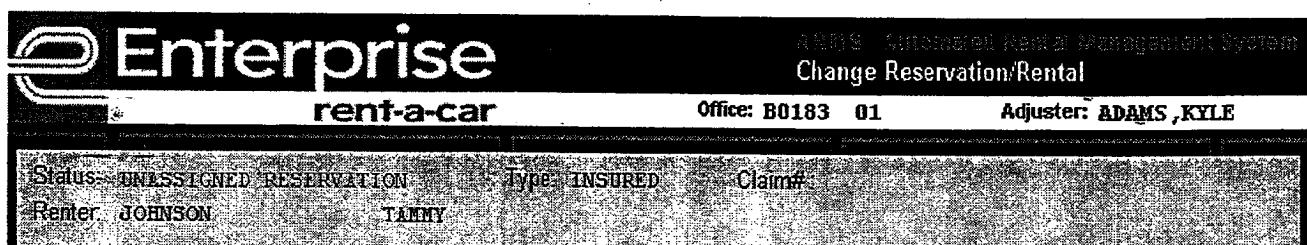
*Note: The Process Approved Invoices feature is only available to customers that use Bulk Billing.*

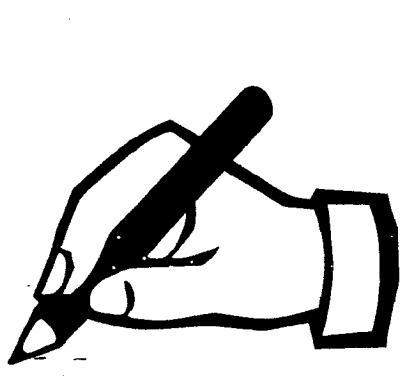


Key the information once on the main menu...

AND

the information carries forward to subsequent screens, as shown in the example below.





notes



# Create Reservation

## Create Reservation



When should I  
use Create  
Reservation?



Use this section  
to authorize  
a rental.

<b>Create a Reservation - Main Menu</b> .....	1
<b>Select a Reservation</b> .....	2
<b>Select an Adjustor</b> .....	3
<b>Create a Reservation</b> .....	4
<b>Create a Reservation - Rate Selection</b> .....	5

## Create a Reservation - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your last name in the **Adjuster** field.
- 3) Key the first three letters of the **renter's last name** (required).
- 4) Click **Create Reservation**.
- 5) If Enterprise has already requested a reservation authorization for a renter whose last name matches the three letters keyed, the Select Reservations/Rentals screen appears when you click **Create Reservation** (page 2). If there is no match for the letters keyed, the Create Reservation screen appears (page 4).



The Select Reservations/Rentals screen prevents duplicate authorization requests. You will probably see it often.

The screenshot shows the Enterprise rent-a-car software interface. At the top, the Enterprise logo and "rent-a-car" are displayed. The top menu bar includes "6.0105 Enterprise Rent-A-Car Software System", "Home", "Office: B0021 01", and "Adjuster: ADAMS, KYLE". The main window has two main sections: "Rental Activity" on the left and "Rental Lookup" on the right. In the "Rental Activity" section, there is a text field for "Renter's Last Name" containing "JOH" and a button labeled "Create Reservation". Below these are links for "Enterprise Requests by Adjuster", "Change Reservation/Rental", and "Enterprise Requests Unassigned". In the "Rental Lookup" section, there are several buttons: "View Reservation/Rental", "On-Line Rebooking", "Reserve", "Process Approved Invoices", "ARMS Maintenance", and "Setup and Maintenance". At the bottom left is a "Logoff" button.

## Select a Reservation

This Select Reservations/Rentals screen appears if Enterprise has sent an authorization request to your claims office for a renter whose last name matches the first three letters keyed on the main menu (page 1).

- 1) Highlight the rental you wish to view.
- 2) To select the rental, double-click the highlighted line, click **OK**, or press **ENTER**.
- 3) If no adjuster has been selected, an Adjuster Selection pop-up window will appear (page 3). If an adjuster has been selected, the Create Reservation screen will appear (page 4).



If the name of the renter whose request you wish to authorize is not on the list, click **Add New Rental** at the bottom of the screen to advance to the Create Reservation screen (page 4).

Click **Back** or **Home** to return to the main menu (page 1). Click **Refresh** to refresh the current screen.

**eEnterprise**  
rent-a-car

ARMR - Information Rental Management System  
Select Reservations/Rentals

Office: B0174 01

Requested Name	Class Number	Location	Comments
* JOHNSON, TAMMY		0/00/00	UNASSN

\* = Requests more than 24 hours old.

**Back** **OK**

**Home** **Add New Rental** **Refresh**

## Select an Adjustor

This Adjuster Selection pop-up window appears when no adjuster has been assigned to the selected claim.

1) Key the desired adjuster name in the Adjuster Last Name field and click **Search**.

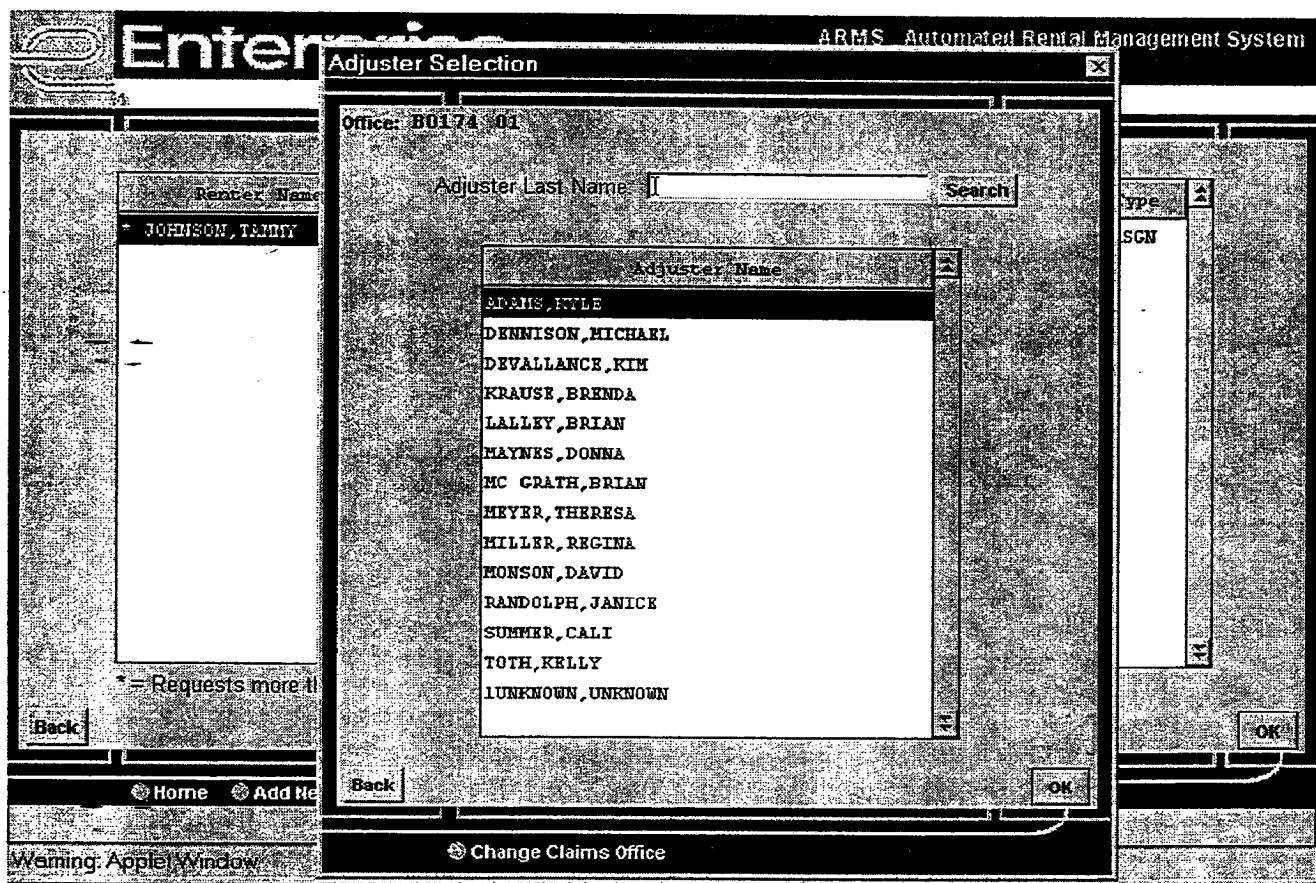
**OR**

Click to highlight the desired adjuster in the Adjuster name field, and click **OK**.

2) The Create Reservation screen appears (page 4).



Click **Change Claims Office** to find a new claims office.



## Create a Reservation

This Create Reservation screen appears when there is no match for the first three letters of the renter's last name keyed on the main menu (page 1) or when you click **Add New Rental** on the Select Reservations/Rentals screen (page 2).

Use this screen to key only required (minimal) information and process the reservation quickly.

- 1) Key **all information** under the "Quick Rez" tab. If you do not key all information and attempt to process the reservation, the following error message displays at the bottom of the screen: "Mandatory field missing." The fields that still require information appear in reverse text on your screen. Use the Additional Information tab to add details such as claim and repair information.



*Be sure to key the phone number where the rental is needed. The ARMS Web program uses this phone number to determine the closest Enterprise office that can service the renter. Please note that 800 and 888 toll-free numbers are not valid in this field.*

- 2) Click **Rates** to display a list of vehicle rates (page 5).
- 3) Click **Finish** to process the reservation and return to the main menu (page 1).

Enterprise  
rent-a-car

Create Reservation

Office: B0020 01      Adjuster: ADAMS, KYLE

Claim Number:

Phone:

Quick Rez

Renter Last Name:

Work Phone:  Ext:

Home Phone:  Ext:

Phone Where Rental is Needed:  Ext:

Authorized Amounts

Number of Days:

Vehicle Rate (Claimant):  Rates:

Direct Bill Percent:

Policy Coverage (Insured Only)

Daily:  Maximum:

Message to Enterprise:

Back  Home  Detail  Message  Change Adjuster  Additional Charges

## Create a Reservation - Rate Selection

This pop-up window appears when you click **Rates** from the Create Reservation screen (page 4).



The window shown below displays an *example* of vehicle classes and the associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. ARMS Web uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid only at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.

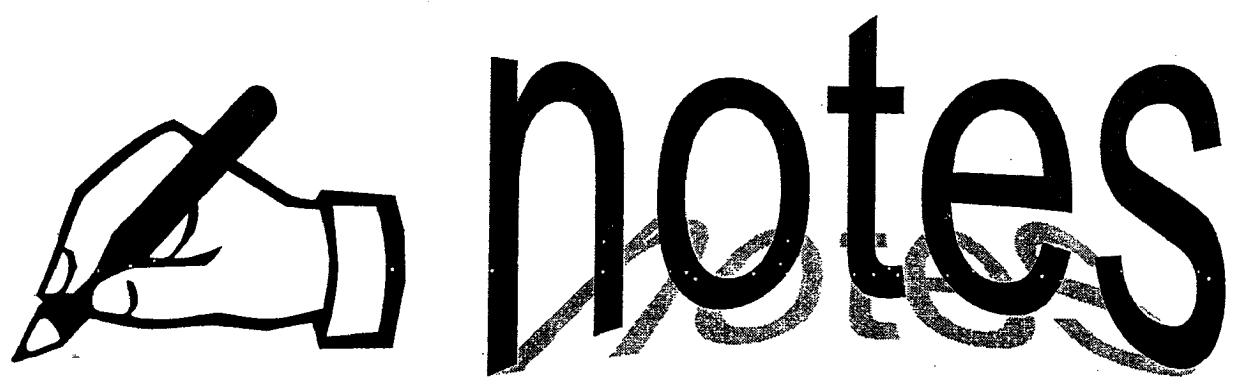


*If there are no Enterprise offices found, based on the Phone Where Rental Is Needed field, the reservation will be sent to Claims Connection in St. Louis.*

- 1) Click to highlight the car class you wish to select, and click **OK**. ARMS Web automatically places the selected rate in the appropriate field and returns you to the Create Reservation screen (page 4).
- 2) Click **Back** to return to the Create Reservation screen without selecting a car class.

The screenshot shows two windows side-by-side. The left window is the 'Create Reservation' screen with fields for 'Claim Number', 'Renter Last Name', 'Work Phone', 'Home Phone', 'Phone Where Rental Is Needed', 'Number of Days', 'Vehicle Rate (Claimant)', 'Direct Bill Percent', and 'Message to Enterprise'. The right window is the 'Rental Vehicle Class / Rate Selection' pop-up, which displays the address of the Clayton Enterprise office and a table of vehicle classes and their daily rates. The table is as follows:

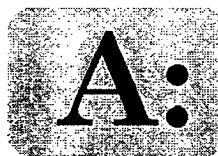
Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	FULL-SIZED	26.99
PC	Premium	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99



# Change Reservation/Rental



When should I  
use Change  
Reservation/  
Rental?



Use this  
section to  
extend a  
rental or  
change  
information  
on an existing  
reservation.

Authorization Status Definitions .....	1
Change a Reservation/Rental - Main Menu .....	2
Use a "Filter" Screen to Select a Reservation/Rental .....	3
Select a Reservation/Rental .....	4
Change an Unconfirmed Reservation/Ticket.....	5
Change an Unconfirmed Reservation/Ticket.....	6
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Change and Process an Unconfirmed Reservation/Ticket.....	7
<i>Authorization, Rental Delivery Information, and Message</i>	
Change and Process a Reservation or an Open Rental.....	8
Extend an Open Rental.....	9
Send a Message on an Open or Unconfirmed Reservation or Rental ...	10
Cancel a Reservation .....	11
Terminate an Open Rental Ticket .....	12

## Authorization Status Definitions

<b>RESERVATION</b>	A rental has been authorized, but the customer has not yet picked up a rental car or started a rental ticket/contract.
<b>OPEN RENTAL</b>	The customer has picked up a car and has opened a rental ticket/contract.
<b>DIRECT BILL REQUEST</b>	The customer has reserved or rented a car through Enterprise, and Enterprise is requesting that you confirm whether you will authorize the rental.
<b>EXTENSION</b>	An extension request is pending on an open contract.
<b>MESSAGE</b>	An incoming message is pending on an open reservation/rental.
<b>EXTN/MSG</b>	(Extension and Message) - An extension request, along with an additional message, is pending on an open contract.
<b>SENT</b>	You have sent an authorization to Enterprise, but the office has not yet sent back a confirmation.
<b>CLOSED</b>	(Closed Ticket) - The customer has returned the rental car and ended the contract.
<b>REJECT</b>	(Authorization Rejected) - An unconfirmed ticket or reservation has been denied authorization.
<b>CANCEL</b>	(Cancelled Reservation) - A previously authorized reservation has been cancelled.
<b>UNASSIGNED RESERVATION</b>	A direct bill request from Enterprise has yet to be assigned to an adjustor.

*The following status definitions apply only to those companies that use the ARMS Web Electronic Invoicing feature:*

**INVOICE** - The rental ticket has been closed and is awaiting approval for payment.

**REJECTED INVOICE** - Authorization for payment of the invoice has been denied.

**INVOICE RETURNED** - An invoice has been returned to the adjustor because the home office's system could not find a matching claim number and cannot issue payment.

**PAID** - The invoice has been approved and processed for payment.



The invoice is marked "PAID" in the ARMS Web system only. Your account will be credited upon receipt of payment.

## Change a Reservation/Rental - Main Menu

- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.



If the Adjuster field is left *blank*, the Adjustor Selection screen (Appendix, page 5) displays when you click **Change Reservation/Rental**.

- 3) Click **Change Reservation/Rental**.
- 4) The Select Reservation/Rental "filter" screen appears (page 3).

The screenshot shows the ARMS (Automated Rental Management System) software interface. The top bar displays the ARMS logo, the system name, and the current user information: Office: B0076 |01 and Adjuster: ADAMS. The main menu is organized into several categories:

- Rental Activity:** Includes fields for "Rental Activity" and "Renter's Last Name" (with a text input box), and buttons for "Create Reservation", "Enterprise Requests by Adjuster", and "Change Reservation/Rental".
- Handling for Adjuster:** A text input box labeled "(Or \*All)".
- Rental Lookup:** Includes buttons for "View Reservation/Rental" and "On Line Reporting".
- Invoicing:** Includes buttons for "Process Approved Invoices" and "ARMS Maintenance".
- Setup and Maintenance:** A button for "Setup and Maintenance".
- Logout:** A button in the bottom left corner.

## Use a “Filter” Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
  - ★ For example, if you know the renter’s claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 4). If an exact match *is* found, the Change Reservation/Rental screen appears (page 5).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.

Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 2).

**Adjustor Lookup** - Display a list of adjustors (Appendix, page 5).

Enterprise  
rent-a-car

Select Reservation/Rental

Office: B0076 01

Search Criteria

Renter Last Name:  Filter:

Claim Number:

Adjuster Last Name:

Last Authorized Day:

Date of Loss:

Status:

Back

Home

## Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following conditions:

- More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).
- No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 3).

- Click to highlight a name in the Renter Name field, and click **OK** to select the renter whose reservation or rental you want to change.
- The Change Reservation/Rental screen appears (page 5).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 2).

**Refresh** - Remove all updated information from the current page.

**Enterprise**  
rent-a-car

ARMS - Authorized Rental Management System  
Select Reservations/Rentals  
Office: B0076 01

Renter Name	Claim Number	Adjuster	Loss Date	Type
ANTON, CHRIS	1459246932	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
* CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN
LURKINS, STEPHANIE	8974656891	ADAMS, KYLE	10/22/99	OPEN
SMITH, JOE	1458324548	ADAMS, KYLE	10/15/99	OPEN
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	0/00/00	EXTN
THOMPSON, JONATHON	4512879624	ADAMS, KYLE	0/00/00	RESERV

\* = Requests more than 24 hours old

**Back** **OK**

**Home** **Refresh**

# Change an Unconfirmed Reservation/Ticket

This Change Reservation/Rental screen displays when a match is found for an unconfirmed reservation/ticket. The status displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter, vehicle, repair facility, and/or claim information**.
- 2) Click **Finish** to complete your change and return to the main menu.

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 2).

**Detail** - Advance to the next Change Reservation/Rental screen (page 6).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Cancel the reservation (page 11).

**Enterprise** rent-a-car      ADAMS - Authorization of Rent-A-Car Computer System  
Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Status: RESERVATION      Type: INSURED      Claim#: 4512879624

Renter: THOMPSON      LOCATION:

Date	S/R	Message	Open	Doc#
10/25/99	P	AUTH CONFIRMED BY ENTERPRISE @ 14:18:07	0	5
10/25/99	R	RESERVATION NUMBER 152187	0	5
10/25/99	S	AUTHORIZATION SENT 14:13:04    5 DAYS @    30.00/DAY	5	5

Message to Enterprise

Authorization Information      Rental Location      Repair Information      Renter Information

Authorized Amounts      Policy Coverage (Insured Only)

Number of Days: <input type="text" value="5"/>	Daily: <input type="text" value="30.00"/>
Vehicle Rate (Claimant): <input type="text" value="900.00"/>	Maximum: <input type="text" value="900.00"/>
Direct Bill Percent: <input type="text" value="100 %"/>	Authorization Total: <input type="text" value="150.00"/>

Back      Finish

Rates     Home     Detail     Message     Change Adjuster     Additional Charges     Cancel

# Change an Unconfirmed Reservation/Ticket

## *Renter, Vehicle, Repair Facility, and Claim Information*

This Change Reservation/Rental screen appears when you click **Detail** on the previous Change Reservation/Rental screen (page 5).

- 1) - Key additional information, or key over any existing information you wish to change.
- 2) - Click **Next** to continue to the next Change Reservation/Rental screen (page 7) to alter **authorization or rental delivery information** or to add a message. Click **Back** to return to the previous Change Reservation/Rental screen (page 5).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 2).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Enterprise**  
rent-a-car

ADAMS American Rental Network System  
Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

**Renter Information**

Last Name: THOMPSON      First: JONATHON

Address:

City/Zip:  I

Work Phone: 314 555 6985      Ext: 0000

Home Phone: 314 555 2365

**Vehicle Information**

Y/M/Make/Model:  (Loss Vehicle)

Repair Facility:

Phone: 000 000 0000

**Claim Information**

Insured Last Name:  First:

Policy Number:

Date of Loss: / /

**Back** **Next**

**Home** **Message** **Change Adjuster** **Additional Charges**

# Change and Process an Unconfirmed Reservation/Ticket

## Authorization, Rental Delivery Information, and Message

This Change Reservation/Rental screen displays when you click **Next** on the previous Change Reservation/Rental screen (page 6).

- 1) Key additional information, or key over any existing information you wish to change.



The **Number of Days** and the **Vehicle Rate** fields are *required* to confirm the authorization/reservation. If you do *not* key the **number of days authorized**, the reservation/ticket remains unconfirmed.

- 2) Click **Finish** to process the changes to this unconfirmed reservation/ticket and return to the Select Reservations/Rentals screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates (page 5).

**Home** - Return to the main menu (page 2).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

Enterprise rent-a-car

Office: B0076 01      Adjuster: ADAMS, KYLE

Claim Number: 4512679624      Type: Insured

Authorization Information

Authorized Amounts

Number of Days: 5      Vehicle Class: I

Vehicle Rate (Claimant): Rate: Daily: 30.00      Maximum: 900.00

Direct Bill Percent: 100 %      See table below

Policy Coverage (Insured Only)

NOT SPECIFIED      IC - INTERIM RATE      PC - PREMIUM      XL - PICKUP TRUCK  
EC - ECONOMY      SC - STANDARD      LC - LUXURY      XV - VAN  
CC - COMPACT      AFC - FULL-SIZED      SP - SPECIALTY      XX - EXOTIC

Message

Rental delivery information

Phone Where Rental Needed: 314 512 5000 Ext: 0000

Need Immed: No

Date Needed: / /

Back      Finish

Rates      Home      Message      Change Adjuster      Additional Charges

# Change and Process a Reservation or an Open Rental

This Change Reservation/Rental screen appears when a match is found for a reservation or an open rental. The status displays in the upper left-hand corner of the screen.

- 1) Key over any existing information to change.
- 2) Click **Finish** to process the changes for this reservation or open rental and return to the Select Reservations/Rentals screen (page 4).

## QR

Click **Detail** to make more detailed changes (Appendix, page 3).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates (page 5).

**Home** - Return to the main menu (page 2).

**Message** - Send a message to an Enterprise office (page 10).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View any additional charges on the rental contract (Appendix, page 7).

**Terminate** - Terminate the rental (page 12).

**Enterprise** rent-a-car

Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

Status: OPEN RENTAL	Type: CLAIMANT	Claim#:	469246332																														
Renter: ANTON	CHRIS	Message																															
<table border="1"><tr><th>Date</th><th>Type</th><th>Message</th><th>Days</th><th>Total</th></tr><tr><td>10/20/99</td><td>S</td><td>TERMINATION SENT BY ADAMS, KYLE ON 10/27/99</td><td>3</td><td>10</td></tr><tr><td>10/15/99</td><td>R</td><td>TICKET 073082 OPENED 10/15/99 @ 08:00:00</td><td>0</td><td>10</td></tr><tr><td>10/14/99</td><td>R</td><td>AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30</td><td>0</td><td>10</td></tr><tr><td>10/14/99</td><td>R</td><td>RESERVATION NUMBER 111395</td><td>0</td><td>10</td></tr><tr><td>10/14/99</td><td>S</td><td>AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY</td><td>10</td><td>10</td></tr></table>				Date	Type	Message	Days	Total	10/20/99	S	TERMINATION SENT BY ADAMS, KYLE ON 10/27/99	3	10	10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	10	10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	10	10/14/99	R	RESERVATION NUMBER 111395	0	10	10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10
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Message to Renter																																	
Number of Days to Extend:	13	Extend Rental																															
Authorization Information		Rental Location	Repair Information																														
Authorized Amounts		Policy Coverage (Insured Only)																															
Number of Days	13	Daily:																															
Vehicle Rate (Claimant)	20.99	Rates:																															
Direct Bill Percent	100 %	Maximum:																															
Rental Start	10/15/99	Authorization Terminated	10/27/99																														
Authorization Total	272.87	plus tax/surchg																															
Back	Finish																																
<a href="#">Rates</a> <a href="#">Home</a> <a href="#">Detail</a> <a href="#">Message</a> <a href="#">Change Adjuster</a> <a href="#">Additional Charges</a> <a href="#">Terminate</a>																																	

# Extend an Open Rental

This Change Reservation/Rental screen appears when a match is found for an open rental. The **status** displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) Key the desired number in the **Number of Days to Extend** field.
- 2) Key a message if desired.
- 3) Click **Extend Rental**.
- 4) Click **Finish** to process the extension and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without processing any extension.



The next time you access this rental, the S/R message displays "EXTENSION SENT BY ADAMS,KYLE @ 10:46:21." The **Total** column will also reflect the extended number of days.

For an explanation of the buttons, please refer to page 8.

**Enterprise**  
rent-a-car

CPMS - Automated Dispatch Management System  
Change Reservation/Rental

Office: B0076 01      Adjuster: ADAMS, KYLE

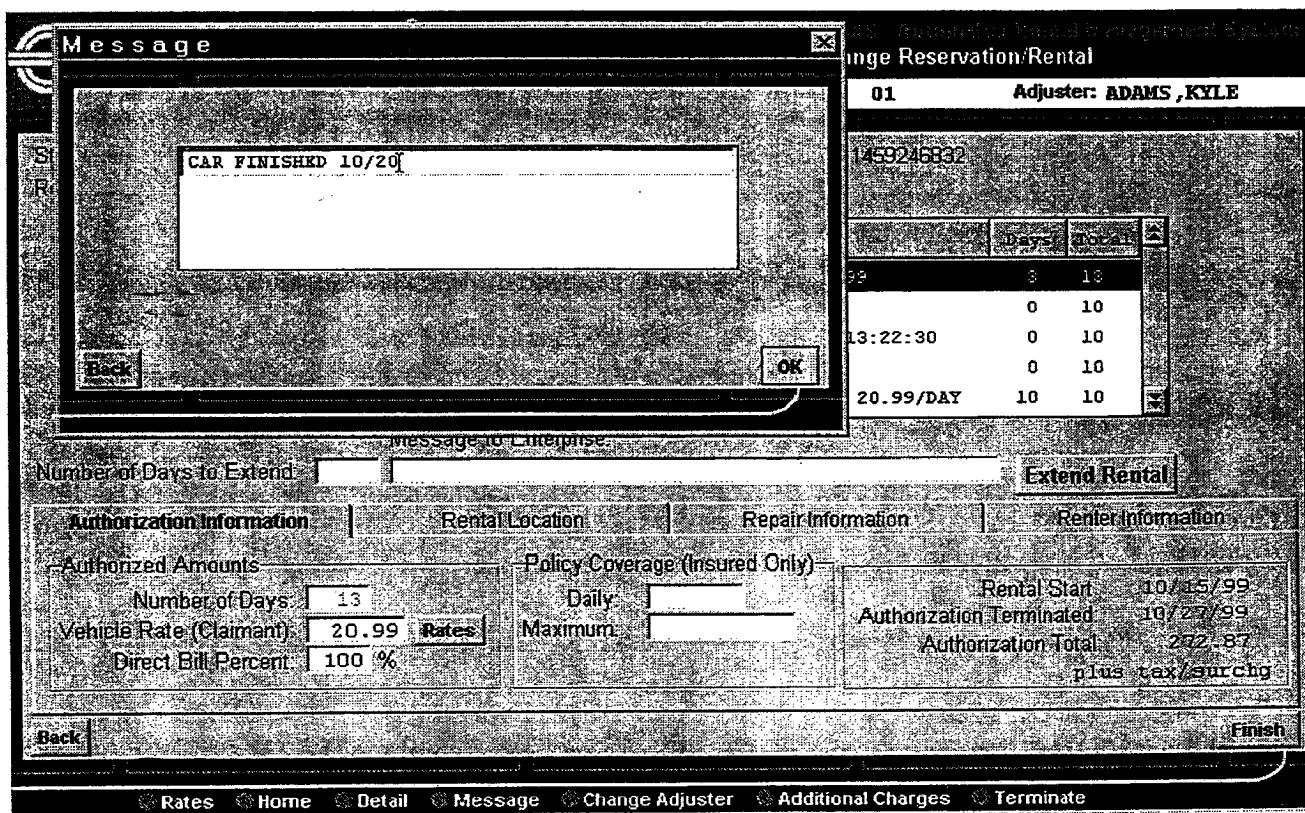
Status: OPEN RENTAL	Reenter: ANTON	Line: CLAIMANT	Claim#: 1459246632																														
CHRIS																																	
<table border="1"><thead><tr><th>Date</th><th>SWR</th><th>Message</th><th>Days</th><th>Total</th></tr></thead><tbody><tr><td>10/20/99</td><td>S</td><td>TERMINATION SENT BY ADAMS,KYLE ON 10/27/99</td><td>0</td><td>0</td></tr><tr><td>10/15/99</td><td>R</td><td>TICKET 073082 OPENED 10/15/99 @ 08:00:00</td><td>0</td><td>0</td></tr><tr><td>10/14/99</td><td>R</td><td>AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30</td><td>0</td><td>0</td></tr><tr><td>10/14/99</td><td>R</td><td>RESERVATION NUMBER 111395</td><td>0</td><td>0</td></tr><tr><td>10/14/99</td><td>S</td><td>AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY</td><td>10</td><td>10</td></tr></tbody></table>				Date	SWR	Message	Days	Total	10/20/99	S	TERMINATION SENT BY ADAMS,KYLE ON 10/27/99	0	0	10/15/99	R	TICKET 073082 OPENED 10/15/99 @ 08:00:00	0	0	10/14/99	R	AUTHORIZATION CONFIRMED BY ENTERPRISE @ 13:22:30	0	0	10/14/99	R	RESERVATION NUMBER 111395	0	0	10/14/99	S	AUTHORIZATION SENT 13:22:30 10 DAYS @ 20.99/DAY	10	10
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Message to Enterprise:																																	
Number of Days to Extend:	CAR FINISHED 10/20		Extend Rental																														
Authorization Information		Rental Location	Repair Information																														
Authorized Amounts		Policy Coverage (Insured Only)																															
Number of Days:	13	Daily:																															
Vehicle Rate (Claimant):	20.99	Rates:																															
Direct Bill Percent:	100 %	Maximum:																															
Rental Start:	10/15/99	Authorization Terminated:	10/27/99																														
Authorization Total:	222.87	plus tax/charge																															
Back	Finish																																
<a href="#">Rates</a> <a href="#">Home</a> <a href="#">Detail</a> <a href="#">Message</a> <a href="#">Change Adjuster</a> <a href="#">Additional Charges</a> <a href="#">Terminate</a>																																	

# Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears when you click **Message** on the Change Reservation/Rental screen (page 9).

**To send a message,**

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message to Enterprise** field on the previous screen (page 9). Click **Back** to return to the Select Reservation/Rentals screen (page 4) without completing the message.



## Cancel a Reservation

The Cancel Reservation pop-up window appears when you click **Cancel** on the Change Reservation/Rental screen (page 5) if the **status** is "Unconfirmed Reservation" or "Reservation."

- 1) Key a **comment** that explains why this unconfirmed reservation or reservation is being cancelled.
- 2) Click **OK** to process the cancellation and return to the Select Reservations/Rentals screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 4) without cancelling the reservation.



The status changes from "Unconfirmed Reservation" or "Reservation" to "Cancelled."

The screenshot shows the Enterprise rent-a-car software interface. At the top, it says "Enterprise rent-a-car" and "Change Reservation/Rental". Below that, it shows "Office: B0076 01" and "Adjuster: ADAMS, KYLE". A "Cancel reservation" dialog box is open in the center. The dialog box has a title "Cancel reservation" and a message "INSURED HAS NO RENTAL COVERAGE". It has "Back" and "OK" buttons. To the right of the dialog box is a calendar showing the month of July 2007. At the bottom of the screen, there are sections for "Authorized Amounts", "Policy Coverage (Insured Only)", and "Renter Information". The "Authorized Amounts" section shows "Number of Days: 7", "Vehicle Rate (Claimant):", and "Direct Bill Percent: 100 %". The "Policy Coverage" section shows "Daily: 30.00" and "Maximum: 900.00". The "Renter Information" section shows "Authorization Total: 210.00". At the very bottom, there are buttons for "Rates", "Home", "Detail", "Message", "Change Adjuster", "Additional Charges", and "Cancel".

## Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on the Change Reservation/Rental screen (page 5) if the status is "Open Rental."

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



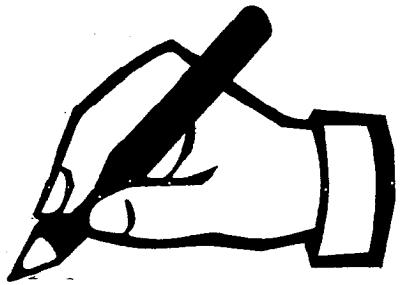
*You will not receive any more extension requests from Enterprise on a rental after that rental is terminated, though you can still receive messages.*

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates the renter has not been notified.
- 3) Key a comment to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field, stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (page 9).

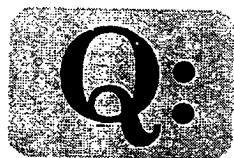
The screenshot shows the ARMS Web interface for managing rentals. The main window is titled "Change Reservation/Rental" and shows a rental record for "OPEN RENTAL" with "Renter: THE FIRM" and "Claimant: 146928731". The "Status" is "OPEN RENTAL". The "Termination Date" is set to "10/25/1999". The "Renter has been notified" checkbox is checked. The "Comment" field contains the message "CUSTOMER HAS RECEIVED SETTLEMENT CHECK". The "OK" button is visible at the bottom of the dialog. In the background, the "Rental Information" section displays the "Rental Start" as "10/05/99", "Last Authorized Day" as "10/26/99", and "Authorization Total" as "591.84 plus tax/surchg". Navigation buttons like "Back", "Finish", and "Detail" are visible at the bottom.



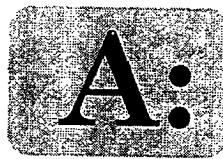
notes



# Enterprise Requests-by Adjuster



When should I use Enterprise Requests-by Adjuster?



Use this section to respond to authorization requests for unconfirmed reservations/tickets and/or to extend rentals.

Enterprise Requests-by Adjuster - Main Menu.....	1
Select a Reservation/Rental .....	2
Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request) .....	3
Review and/or Change an Unconfirmed Reservation (Direct Bill Request) .....	4
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
Review and/or Change an Unconfirmed Reservation .....	5
<i>Authorization, Rental Delivery Information, and Message</i>	
Extend an Open Rental.....	6
Terminate an Open Rental Ticket .....	7
Send a Message on an Open or Unconfirmed Reservation or Rental .....	8

## Enterprise Requests-by Adjuster - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Enterprise Requests - by Adjuster**.
- 4) The Select Reservations/Rentals screen appears (page 2).



If you key an **adjustor's last name** in the **Handling for Adjuster** field, Enterprise requests for *only* that adjustor display on the Select Reservations/Rentals screen (page 2). Records appear in alphabetical order according to the renter name.

If you leave the **Handling for Adjuster** field *blank*, requests for *all* adjustors display on the Select Reservations/Rentals screen (page 2). Authorization requests appear in alphabetical order according to the **adjustor** name.

If you want to display requests for one particular adjustor, leave your name in the **Adjuster** field and input the other name in the **Handling for Adjuster** field.

Enterprise rent-a-car

ARMS - Automated Rental Management System

Office: B0027 01      Adjuster: ADAMS

Handling for Adjuster: ADAMS (Or ALL)

Rental Activity

Renter/Res Name:

Create Reservation

Enterprise Requests-by Adjuster

Change Reservation/Rental

Enterprise Requests-Unassigned

Rental Lookup

View Reservation/Rental

On-Line Reporting

Invoicing

Process Approved Invoices

ARMS Maintenance

Setup and Maintenance

Logoff

## Select a Reservation/Rental

This Select Reservations/Rentals screen appears when you click **Enterprise Requests-by Adjuster** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select that file.
- 2) The Change Reservation/Rental screen appears (page 3).



In this example, the **Adjuster** field was filled with Adams on the main menu (page 1), so authorization requests display for *only* him.



If your system is set to lock the adjustor's name on the main menu, keying **\*ALL** in the **Handling for Adjuster** field will display requests for all adjustors.

You can also click either of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

**Enterprise** rent-a-car

AMIS - Automation of Rental Management System  
Select Reservations/Rentals

Office: B0027 01

Renter Name	Claim Number	Adjuster	Receive Date	Type
* CONRAD, KAREN	9897532141	ADAMS, KYLE	10/29/99	DE REQ
* STEPHENS, KEVIN	1452121425	ADAMS, KYLE	11/01/99	EXTN

\* Requests more than 24 hours old.

**Back** **OK**

**Home** **Refresh**

# Respond to Authorization Requests from Enterprise for an Unconfirmed Reservation (Direct Bill Request)

This Change Reservation/Rental screen appears when you select an unconfirmed reservation/ticket on the Select Reservations/Rentals screen (page 2).

- 1) Key the number of days and the amount you are authorizing. This includes the daily rate, the maximum dollar amount allowed on the rental, and the number of days allowed.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 4). Click **Back** to return to the Select Reservations/Rentals screen (page 2).



If the **claim type** is **Insured** or **Theft**, the **Number of Days** field and the **Policy Coverage** fields must be filled in (required). If the **claim type** is **Claimant**, the **Number of Days** field, the **Vehicle Rate** field, and the **Direct Bill Percent** field must all be filled in (required).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Cancel** - Delete any information updated on this screen and return to the previous screen.

**Enterprise** Advanced Reservation Management System  
rent-a-car

Change Reservation/Rental  
Office: B0027 01      Adjuster: ADAMS, KYLE

**STATUS: UNAUTHORIZED OPEN RENTAL**      **Type: CLAIMANT**      **Claim#: 5897532121**  
Renter: CONRAD      Renter: KAREN

Date	Time	Message	Days	Rate
10/28/99	R	AUTHORIZATION REQUEST RECEIVED @ 12:21:44	0	0
10/29/99	R	Adjuster: Kyle Adams**	0	0

**Message to Enterprise**

**Authorization Information**      **Rental Location**      **Repair Information**      **Renter Information**

**Authorized Amounts**

Number of Days	1	Policy Coverage (Insured Only)
Vehicle Rate (Claimant)	22.99	Daily
Direct Bill Percent	100 %	Maximum

**Authorization Total**      **0.00**  
**plus tax/surchg**

**Back**      **Next**

**Rates**      **Home**      **Message**      **Change Adjuster**      **Additional Charges**      **Cancel**

# Review and/or Change an Unconfirmed Reservation (Direct Bill Request)

## Renter, Vehicle, Repair Facility, and Claim Information

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 3).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Next** to continue to the next Change Reservation/Rental screen (page 5). Click **Back** to return to the previous Change Reservation/Rental screen (page 3).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental (Appendix, page 7).

**Enterprise** rent-a-car      SIRFS - Automated Rental Management System  
Office: B0027 01      Adjuster: ADAMS, KYLE

**Renter Information**

Last Name	CONRAD	First	KAREN
Address	815 OAK ST.		
City/State	ST LOUIS	MO	63114
Work Phone	314	555	2555
Home Phone	314	555	1254

**Vehicle Information**

Make/Model	97 ELANTRA	(Loss Vehicle)	
Repair Facility	TOTAL LOSS		
Phone	000	000	0009

**Claim Information**

Insured Last Name	I	First
Policy Number		
Date of Loss	/ /	/

**Back** **Next**

**Home** **Message** **Change Adjuster** **Additional Charges**

# Review and/or Change an Unconfirmed Reservation

## *Authorization, Rental Delivery Information, and Message*

This Change Reservation/Rental screen appears when you click **Next** on the previous Change Reservation/Rental screen (page 4).

- 1) Review the screen to ensure that all information is accurate. If you need to make changes, key over the existing information.
- 2) Click **Finish** to send this authorization request to Enterprise and return to the Select Reservations/Rentals screen (page 2).  
Click **Back** to return to the previous Change Reservation/Rental screen (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Enterprise**  
rent-a-car

ARN S - Authorized Rental Management System  
Change Reservation/Rental

Office: B0027 01      Adjuster: ADAMS, KYLE

Claim Number: <input type="text" value="5897532141"/>	Type: <input type="text" value="Claimant"/>
Authorization Information	
Authorized Amounts	
Number of Days: <input type="text"/>	Vehicle Rate (Claimant): <input type="text" value="22.99"/> <input type="button" value="Rate"/>
Direct Bill Percent: <input type="text" value="100 %"/>	Policy Coverage (Insured Only): <input type="checkbox"/> See table below
NOT SELECTED: <input type="checkbox"/> EC-ECONOMY <input type="checkbox"/> SC-STANDARD <input type="checkbox"/> FC-COMPACT <input type="checkbox"/> NC-INTERMEDIATE <input type="checkbox"/> LC-LUXURY <input type="checkbox"/> SP-SPECIALTY	
SELECTED: <input type="checkbox"/> EC-ECONOMY <input type="checkbox"/> SC-STANDARD <input type="checkbox"/> FC-FULL-SIZED <input type="checkbox"/> PC-PREMIUM <input type="checkbox"/> XP-PICKUP/STATION WAGON <input type="checkbox"/> XV-VAN <input type="checkbox"/> XX-EXOTIC	
Message: <input type="text"/>	
Rental delivery information:	
Phone Where Rental Needed: <input type="text"/> 000 <input type="text"/> 000 <input type="text"/> 0000 Ext: <input type="text"/> 0000	
Need Immed: <input type="checkbox"/> No	
Date Needed: <input type="text" value="10/29/1999"/>	
<input type="button" value="Back"/>	<input type="button" value="Finish"/>

# Extend an Open Rental

This Change Reservation/Rental screen appears if you select an open rental from the Select Reservations/Rentals screen (page 2). The status displays in the upper left-hand corner of the screen.

To extend a rental,

- 1) The **Number of Days** field is prefilled based on the estimated completion date. Key over to change if necessary.
- 2) Key a message over the system message in the **Message to Enterprise** field if desired.
- 3) Click **Extend Rental** to process the extension and return to the Select Reservations/Rentals screen (page 2). If all rental requests have been approved, the Select Reservations/Rentals screen will be blank.
- 4) Click **Finish** to process the extension and return to the main menu (page 1). Click **Back** to return to the previous Change Reservation/Rental screen (page 5) without processing any extension.



The next time you access this rental, the **Message** column displays "EXTENSION SENT BY ADAMS,KYLE @ 12:50:40." The **Total** column will also reflect the extended number of days.

You can also click any of the following option buttons (Appendix, page 1):

**Rates** - Display a list of vehicle rates.

**Home** - Return to the main menu (page 1).

**Detail** - Display a detailed view of the rental.

**Message** - Send a message to an Enterprise office (page 8).

**Change Adjuster** - Change the adjustor handling the file (Appendix, page 5).

**Additional Charges** - View additional charges on the rental contract (Appendix, page 7).

**Terminate** - Terminate the rental (page 7).

**Enterprise**  
rent-a-car

Change Reservation/Rental

Office: 80027 01      Adjuster: ADAMS, KYLE

Status: OPEN RENTAL      Type: CLAIM      Policy: 1452121425

Renter: STEPHENS      Renter ID: 10000000000000000000000000000000

Date	Message	Entered	Entered
11/01/99	R PENTAL EXTENSION REQUESTED FOR 004 DATES	0	7
11/01/99	R AUTHORIZATION REQUESTED THROUGH 11/05/99	0	7
11/01/99	R BODYSHOP SAID CAR IS ON FRAME RACK, SHOULD BE	0	7
11/01/99	R DONE BY FRIDAY	0	7
10/26/99	R TICKET 071948 OPENED 10/26/99 @ 14:14:00	0	7

Message to Enterprise:

Number of Days to Extend:

**Extend Rental**

**Authorization Information**      **Rental Location**      **Repair Information**      **Renter Information**

Authorized Amounts

Number of Days: <input type="text" value="7"/>	Vehicle Rate (Claimant): <input type="text" value="26.99"/>	Rate: <input type="text" value=""/>	Policy Coverage (Insured Only): <input type="text" value=""/>	Rental Start: <input type="text" value="10/26/99"/>
Vehicle Rate (Claimant): <input type="text" value="100 %"/>	Direct Bill Percent: <input type="text" value=""/>	Maximum: <input type="text" value=""/>	Authorization Total: <input type="text" value="188.93"/>	Last Authorized Day: <input type="text" value="11/01/99"/>
				plus tax/surcharge

**Back** **Finish**

**Rates** **Home** **Detail** **Message** **Change Adjuster** **Additional Charges** **Terminate**

## Terminate an Open Rental Ticket

This Terminate Rental pop-up window appears when you click **Terminate** on a Change Reservation/Rental screen (page 6) if the status is Open Rental.

- 1) Key the last date for which you authorize payment. This date cannot be prior to the current date if the rental is already extended through today. If the date keyed is greater than the current date, ARMS Web automatically extends the rental through that date.



*You will not receive any more extension requests from Enterprise on a rental after that rental is terminated. However, you can still send extensions on rentals that you terminate.*

- 2) Click the box to indicate whether the renter has been notified of the last date for which this payment is authorized (required). If the box is left blank, this indicates that the renter has not been notified.
- 3) Key a **comment** to explain why you are terminating the open rental ticket.
- 4) Click **OK** to process the termination.



The status still displays as "Open Rental"; however, a message displays in the **Message** field stating that the rental has been terminated and by whom. If necessary, you can extend a rental past a termination (see page 6).

**Enterprise** ARMS - Automated Rental Management System  
Change Reservation/Rental

01 Adjuster: ADAMS, KYLE

Terminate rental

Termination Date: 11/08/1999

Renter has been notified:

Comment: CAR WILL BE FINISHED

OK

452-21425

	Days	Total
0 BE	0	7

Extend Rental

Authorization Information      Rental Location      Repair Information      Rental Information

Authorized Amounts      Policy Coverage (Insured Only)

Number of Days: 7      Daily:      Maximum:

Vehicle Rate (Claimant): 26.99      Rates:      Authorization Total: 188.93

Direct Bill Percent: 100 %

Rental Start: 10/26/99      Last Authorized Day: 11/04/99

plus tax surcharge

Back      Finish

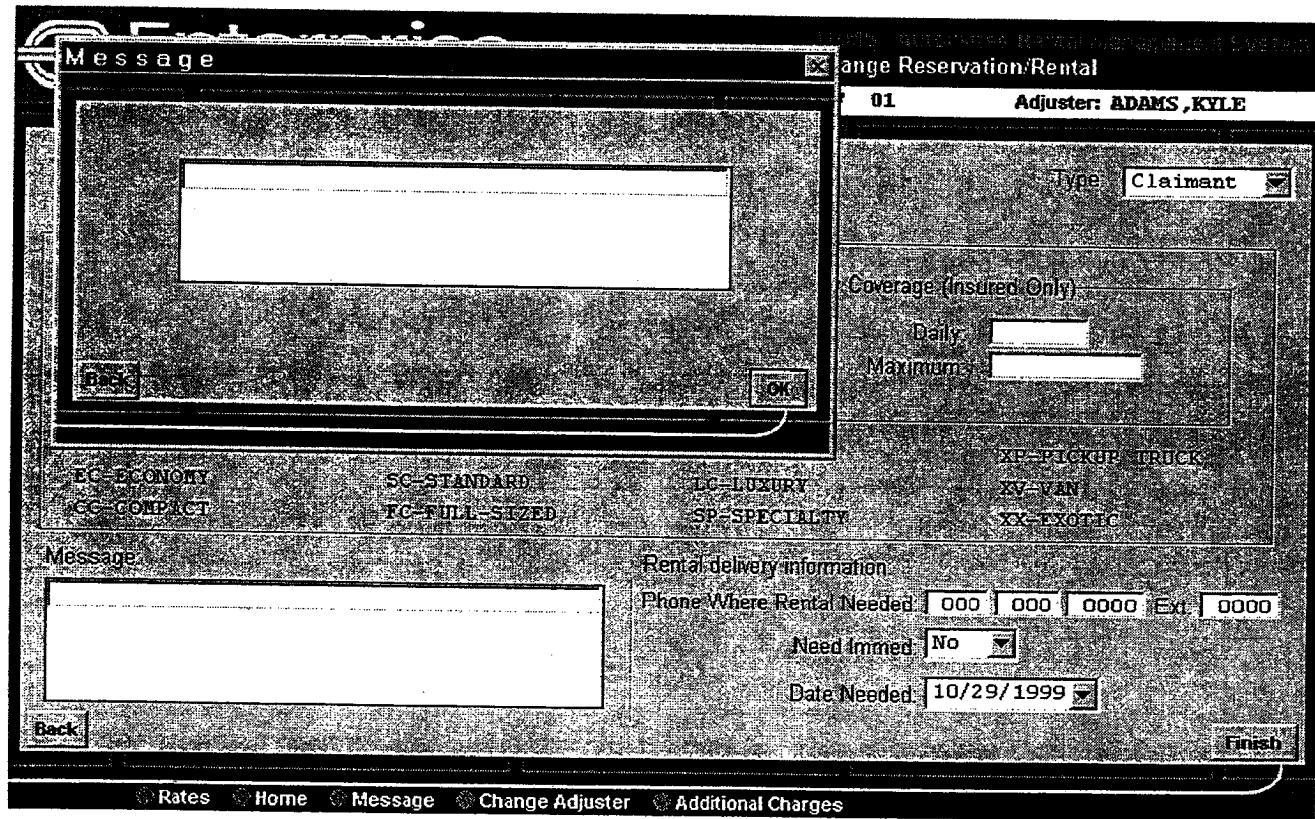
© Rates    © Home    © Detail    © Message    © Change Adjuster    © Additional Charges    © Terminate

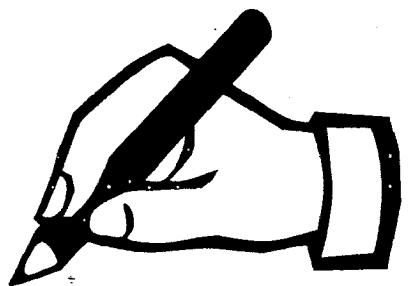
## Send a Message on an Open or Unconfirmed Reservation or Rental

This Message pop-up window appears on the screen when you click **Message** on the Change Reservation/Rental screen.

**To send a message,**

- 1) Key the desired message.
- 2) When the message is completed, click **OK**. The message box will disappear, but the first line of your message will display in the **Message** field. If you do not wish to complete the message, click **Back**.



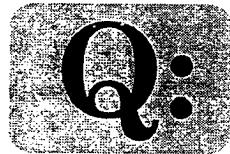


notes

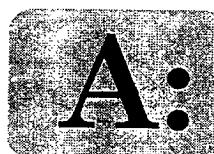


# Enterprise Requests-Unassigned

## Requests-Unassigned



When should I use Enterprise Requests-Unassigned?

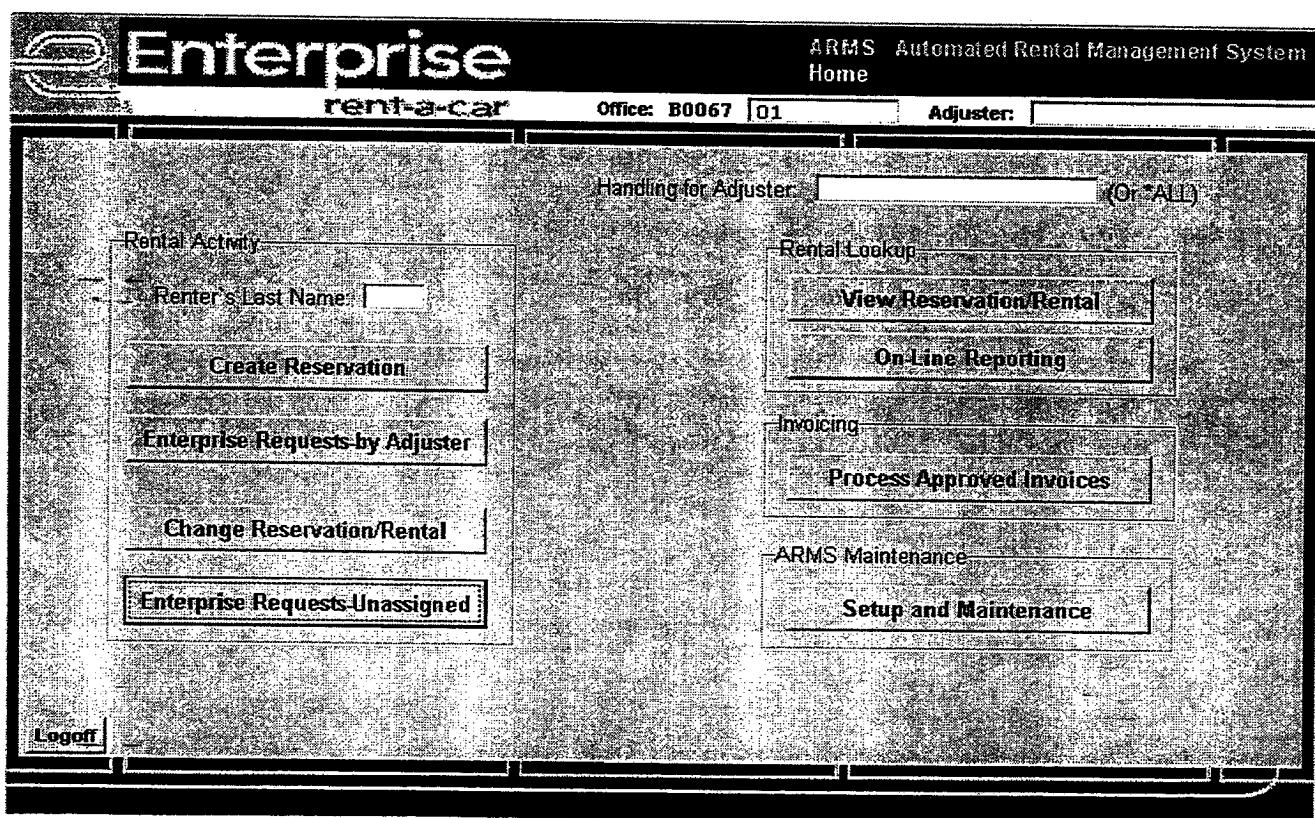


Use this section to assign Enterprise authorization requests to an adjuster or another claims office.

<b>Enterprise Requests-Unassigned - Main Menu .....</b>	<b>1</b>
<b>Select Unconfirmed Reservations/Rentals to Assign.....</b>	<b>2</b>
<b>View Authorization Request.....</b>	<b>3</b>
<b>Assign an Adjuster from Your Office .....</b>	<b>4</b>
<b>Assign an Adjuster from Another Office in Your Company .....</b>	<b>5</b>

## Enterprise Requests-Unassigned - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your last name in the **Adjustor** field.
- 3) Click **Enterprise Requests-Unassigned**.
- 4) The Assign Reservations/Rentals screen appears (page 2).



## Select Unconfirmed Reservations/Rentals to Assign

This Assign Reservations/Rentals screen appears when you click **Enterprise Requests-Unassigned** on the main menu (page 1).

- 1) Click to highlight any name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to assign to an adjustor.
- 2) The next Assign Reservation/Rental screen appears (page 3).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

**Enterprise**  
rent-a-car

ARMS Automated Rental Management System  
Assign Reservations/Rentals

Office: B0067 01

Renter Name	Claim Number	Receive Date	Receive Time	AM/PM	Loss Date	Type
JOHNSON, TAMMY		4/16/98	10:48	AM	0/00/00	UNASGN
MILANO, BOB		4/16/98	9:43	AM	10/29/99	UNASGN
HILLS, JEFF	25489651	4/16/98	10:35	AM	10/29/99	UNASGN
MILROY, JOE	CL#56984512	4/16/98	10:43	AM	10/29/99	UNASGN
SMITH, KELLI	1548745844	4/16/98	10:59	AM	10/29/99	UNASGN
WILLIAMS, DANIELLE	458799856	4/16/98	1:27	PM	0/00/00	UNASGN

**Back** **OK**

**Home** **Refresh**

## View Authorization Request

This Assign Reservation/Rental screen appears when you click and highlight a name and click **OK** on the previous Assign Reservations/Rentals screen (page 2).

- 1) Review the reservation/rental authorization request.
- 2) Click **Assign** to continue to the Adjustor Selection pop-up window (page 4), or click **Back** to return to the previous Assign Reservations/Rentals screen (page 2).



**The Adjustor** field is blank because this unconfirmed reservation has not yet been assigned to an adjustor.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Message** - Send a message to an Enterprise office (Appendix, page 4).

**Enterprise** rent-a-car

ARMS Automated Rental Management System  
Assign Reservation/Rental

Office: B0067 01      Adjustor:

Status: UNASSIGNED RESERVATION		Type: INSURED	Claim Number:	
Renter: RUTHERFORD, TAMIY		Rental:	UNASSIGNED RENT-A-CAR	
Address: 1234 ELM ST		88850 LADEE ROAD		
City: ST. LOUIS		ST. LOUIS, MO		
Work:	Ext: 0000	314-512-0294		
Home:	314-555-1234	Location: PRCM Reservation 152151 Ticket:		
Rate Quoted or Rate of Rented Vehicle:		Repair Facility:		
Date:	S/R:	Message:	Days:	Total:
10/29/99	R	AUTHORIZATION REQUEST RECEIVED @ 10:48:04	0	0
10/29/99	R	Adjuster: Unknown*	0	0

**Back** **Assign**

**Home** **Message**

## Assign an Adjustor from Your Office

This Adjustor Selection pop-up window appears when you click **Assign** on the Assign Reservation/Rental screen (page 3).

- 1) Key the desired adjustor name in the Adjuster Last Name field and click **Search**.

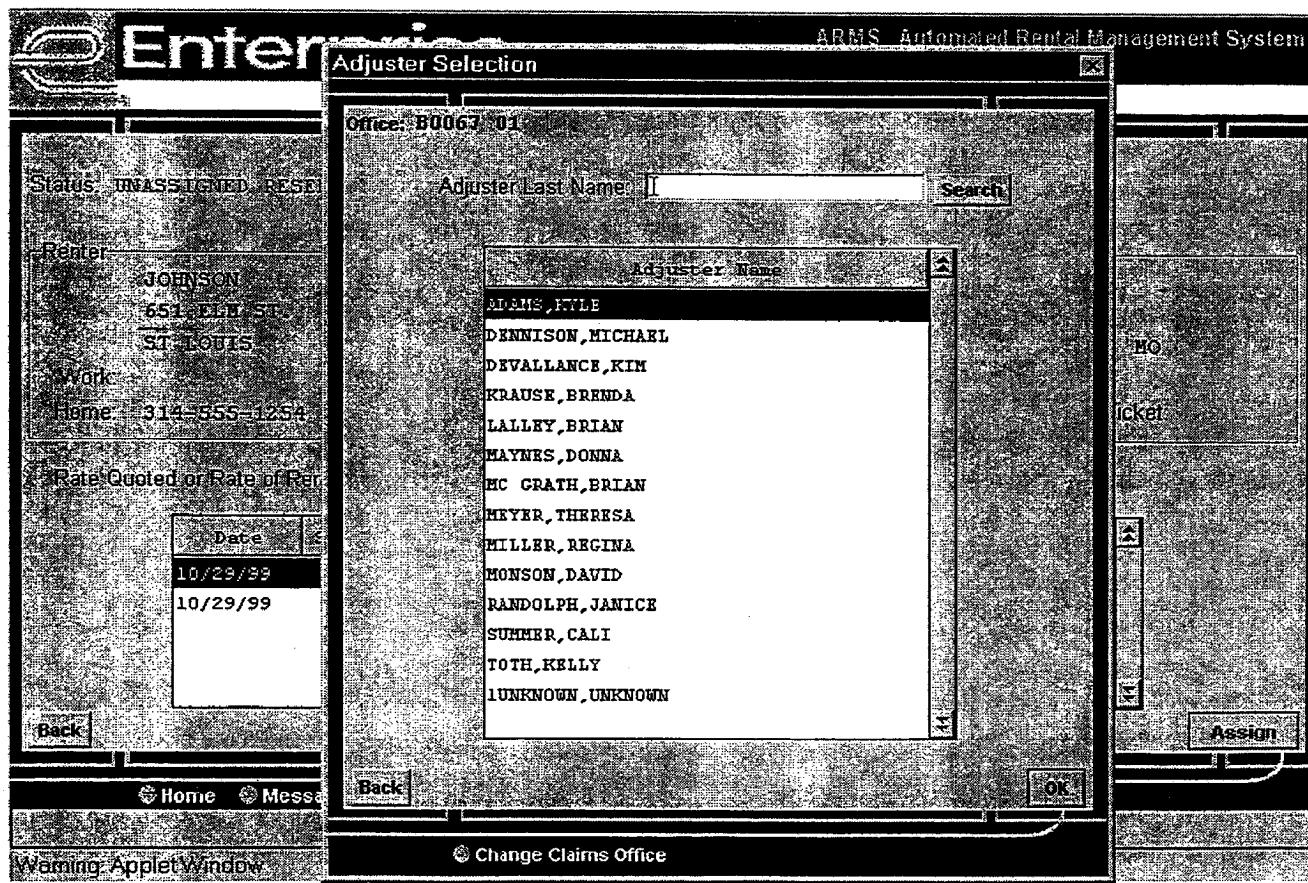
**OR**

Click to highlight the desired adjuster, and click **OK**.

- 2) Click **Change Claims Office** to find a new claims office (page 5).
- 3) After you select an adjustor, the next unconfirmed reservation displays.



After all reservations/tickets have been assigned to adjustors, the main menu (page 1) returns. The unconfirmed reservations/tickets are now located in Enterprise Requests-by Adjustor.



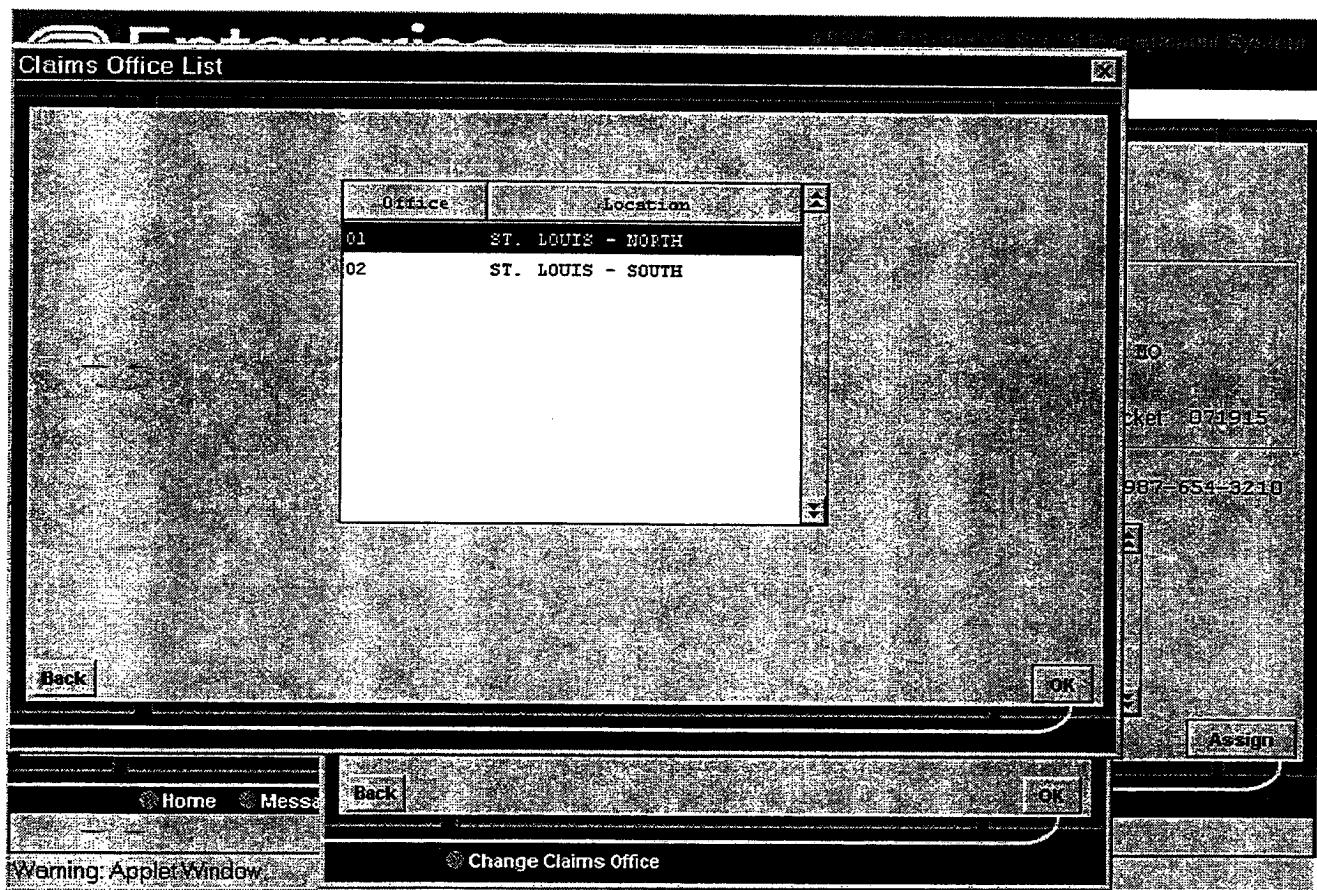
## Assign an Adjustor from Another Office in Your Company

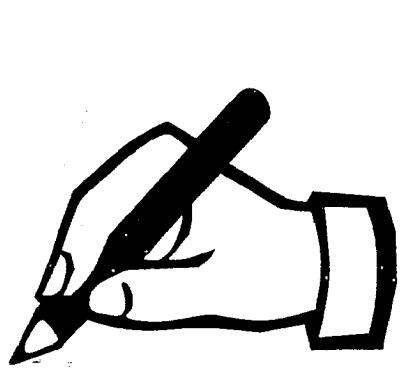
This Claims Office List pop-up window appears when you click **Change Claims Office** on the Adjustor Selection pop-up window (page 4).

- 1) Click to highlight the office you wish to select, and click **OK**.
- 2) The Adjustor Selection screen (page 4) from the office you chose appears.



Follow the instructions on page 4 to assign an adjustor from the office you selected.



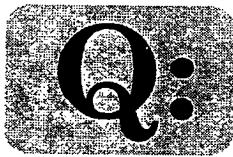


notes



# View Reservation/Rental

## View Reservation/Rental



When should I  
use View  
Reservation/  
Rental?

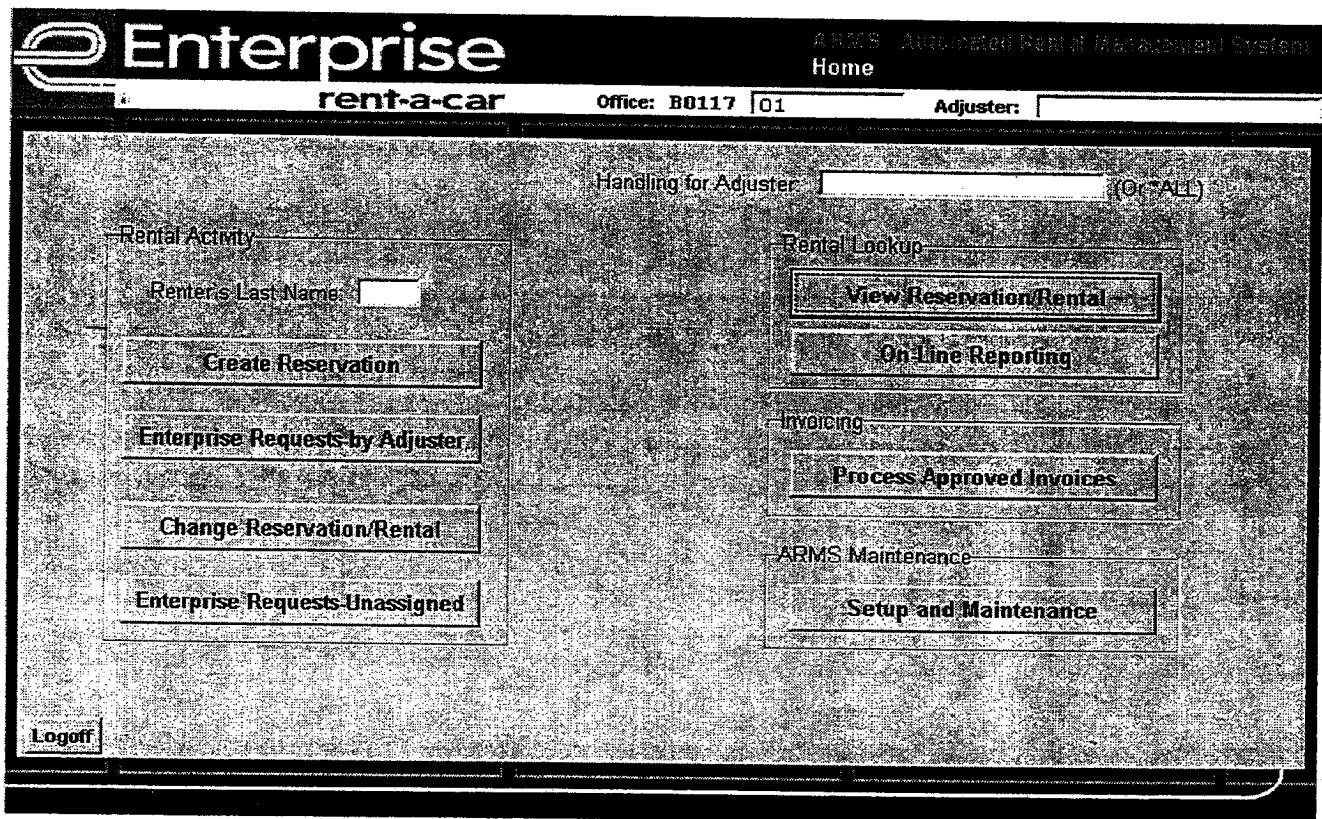


Use this  
section to  
review a  
reservation  
without  
making any  
changes.

<b>View a Reservation/Rental - Main Menu.....</b>	<b>1</b>
<b>Use a "Filter" Screen to Select a Reservation/Rental .....</b>	<b>2</b>
<b>Select a Reservation/Rental .....</b>	<b>3</b>
<b>View a Reservation/Rental .....</b>	<b>4</b>
<b>View a Reservation/Rental .....</b>	<b>5</b>
<i>Renter, Vehicle, Repair Facility, and Claim Information</i>	
<b>View a Reservation/Rental .....</b>	<b>6</b>
<i>Authorization, Rental Delivery Information, and Message</i>	

## View a Reservation/Rental - Main Menu

- 1) Key your **claims office code** in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **View Reservation/Rental**.
- 4) The Select Reservation/Rental "filter" screen appears (page 2).



# Use a “Filter” Screen to Select a Reservation/Rental

- 1) Key specific criteria to narrow the list of all reservations/rentals from which to choose.
  - ★ For example, if you know the renter’s claim number and date of loss, key that information in the appropriate fields.
- 2) Click **Next**.
- 3) If an exact match is *not* found, the Select Reservations/Rentals screen appears (page 3). If an exact match *is* found, the View Reservation/Rental screen appears (page 4).

Any combination of information may be used to narrow the search for reservations/rentals.



Use the **Status** field in conjunction with the other information keyed to further narrow the search. If the **Status** field is left *blank*, the system searches *all* reservations/rentals.  
Use the **Status** drop-down menu to search for open reservations only or open rentals only.



The **Last Authorized Day** field allows you to select rentals authorized up to and including the date provided.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Adjustor Lookup** - Display a list of adjustors (Appendix, page 5).

Enterprise rent-a-car

Office: B0076 01

Select Reservation/Rental

Search Criteria

Renter Last Name:  First:   
Claim Number:

Additional Search Criteria

Adjuster Last Name: ADAMS

Last Authorized Day:  /  /

Date of Loss:  /  /

Status:  All

Back  Next

Home  Adjustor Lookup

## Select a Reservation/Rental

This Select Reservations/Rentals screen appears under the following circumstances:

- ♦ More than one match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).
- ♦ No match is found for the information keyed on the Select Reservation/Rental "filter" screen (page 2).

- 1) Click to highlight a name in the Renter Name column, and click **OK** to select the renter whose reservation or rental you want to change.
- 2) The first View Reservation/Rental screen appears (page 4).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

ANMS - Automobile Rental Management System  
Select Reservations/Rentals  
Office: B0122 01

Renter Name	Claim Number	Adjuster	Loss Date	Status
ABRAHMS, KELLY	1452568841	SUMMER, CALI	10/25/99	EXTN
ANTON, CHRIS	1459246832	ADAMS, KYLE	0/00/00	OPEN
BROWN, LUCILLE	3589249521	ADAMS, KYLE	0/00/00	OPEN
CLARK, MICHAEL	4519298216	ADAMS, KYLE	10/18/99	OPEN
CONNOLLEY, PAUL	1452658955	SUMMER, CALI	10/27/99	RESERV
CONRAD, KAREN	5897532141	ADAMS, KYLE	0/00/00	DB REQ
DAVIS, JOAN	5625874512	SUMMER, CALI	10/01/99	INV
EVANS, JOE	6578324681	ADAMS, KYLE	0/00/00	OPEN
GERLOFF, DANIELLE	4587145263	SUMMER, CALI	0/00/00	RESERV
* GREEN, SARAH	25698745	SUMMER, CALI	0/00/00	DB REQ
HUNTER, RYAN	4512698754	SUMMER, CALI	10/01/99	CLOSED
JOHNSON, BETTY	1459287311	ADAMS, KYLE	0/00/00	OPEN
* JOHNSON, TAMMY			0/00/00	UNASGN
* JONES, MARK	1458796541	SUMMER, CALI	10/25/99	EXTN
JONES, PAULINE	4516824672	ADAMS, KYLE	0/00/00	OPEN

\* Requests more than 24 hours old.

Back **OK**

Home Refresh

# View a Reservation/Rental

This View Reservation/Rental screen appears when a match is found. The **status** displays in the upper left-hand corner of the screen.

The information on each of the tabs (Authorization Information, Rental Location, Repair Information, Renter Information) depends upon the status of the reservation/rental.

- 1) Click on any of the tabs to alter **renter, vehicle, repair facility, and/or claim** information.
- 2) Click **Next** to continue to the next View Reservation/Rental screen (page 5) to view **renter, vehicle, and claim** information.



This screen is *view-only*. No changes may be made.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

**Enterprise** rent-a-car

ARMS - Automated Rental Management System  
View Reservation/Rental

Office: B0122 01      Adjuster: SUMMER, CALI

Status: OPEN/RENTAL	Type: ATLANTA	Claim #: 1452580841		
Renter: ABRAMS, KELLY	Comments:			
Date	Subject	Message	Days	Total
10/28/99	R	RENTAL EXTENSION REQUESTED FOR 003 DAYS	0	5
10/29/99	R	AUTHORIZATION REQUESTED THROUGH 11/1/99	0	5
10/29/99	R	PAINT WORK IN PROGRESS, CAR IN IS PAINT BOOTH,	0	5
10/29/99	R	SHOULD BE FINISHED BY MONDAY.	0	5
10/25/99	R	TICKET 071932 OPENED 10/25/99 @ 12:46:00	0	5

**Authorization Information**      **Rental Location**      **Repair Information**      **Renter Information**

Authorized Amounts	Policy Coverage (Insured Only)	Rental Start
Number of Days: 5	Daily:      Maximum:	10/25/99
Vehicle Rate (Claimant): 21.95		Last Authorized Day: 10/29/99
Direct Bill Percent: 100 %		Authorization Total: 109.95
plus dev/surcharge		

**Back**      **Next**

**Home**      **Additional Charges**

## View a Reservation/Rental

### *Renter, Vehicle, Repair Facility, and Claim Information*

This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 4).

Click **Next** to continue to the next View Reservation/Rental screen (page 6) to view **authorization, rental delivery information, and comments**.

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

**Enterprise** rent-a-car

ARMS - Automated Rental Management System  
View Reservation/Rental  
Office: B0122 01      Adjuster: SUMMER, CALI

<b>Renter Information</b>			
Last Name:	ABRAHMS	First:	KELLY
Address:	123 MAPLE AVE.		
City/Zip:	ST LOUIS	MO:	63123
Work Phone:	314	555	1212
Home Phone:	314	555	8777
<b>Vehicle Information</b>			
Make/Model:	95	CIVIC	(Loss Vehicle)
Repair Facility:	DAVE'S BODY SHOP		
Phone:	987	654	3210
<b>Claim Information</b>			
Insured Last Name:	First:		
Policy Number:			
Date of Loss:	10/25/1999		
<b>Back</b>	<b>Next</b>		
<a href="#">Home</a> <a href="#">Additional Charges</a>			

## View a Reservation/Rental *Authorization, Rental Delivery Information, and Message*

This View Reservation/Rental screen appears when you click **Next** on the previous View Reservation/Rental screen (page 5).

Click **Next** to return to the Select Reservations/Rentals screen (page 3).

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

**Enterprise** rent-a-car

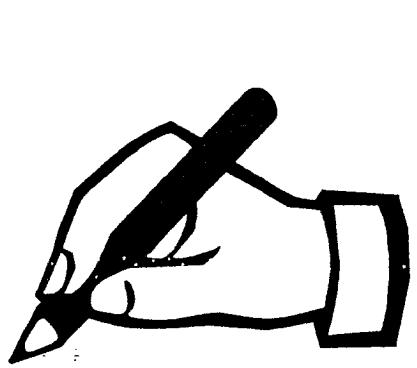
ARMS - Automobile Rental Management System  
View Reservation/Rental

Office: B0122 01      Adjuster: SUMMER, CALI

Claim Number: 452569841	Type: <input checked="" type="checkbox"/> Claimant <input type="checkbox"/> Insured												
Authorization Information													
Authorized Amounts													
Number of Days: <input type="text" value="5"/>	Vehicle Class: <input type="checkbox"/> PC <input checked="" type="checkbox"/> Daily <input type="checkbox"/> Maximum												
Vehicle Rate (Claimant): <input type="text" value="21.95"/>	Policy Coverage (Insured Only):												
Direct Bill Percent: <input type="text" value="100 %"/>	(See table below)												
<table><tr><td>NOT SPECIFIED</td><td>IC-INTERMEDIATE</td><td>PC-PREMIUM</td><td>XP-PICKUP TRUCK</td></tr><tr><td>EC-ECONOMY</td><td>SC-STANDARD</td><td>LC-LUXURY</td><td>XV-VAN</td></tr><tr><td>CC-COMPACT</td><td>FC-FULL-SIZED</td><td>SP-SPECIALTY</td><td>XX-EXOTIC</td></tr></table>		NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK	EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN	CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC
NOT SPECIFIED	IC-INTERMEDIATE	PC-PREMIUM	XP-PICKUP TRUCK										
EC-ECONOMY	SC-STANDARD	LC-LUXURY	XV-VAN										
CC-COMPACT	FC-FULL-SIZED	SP-SPECIALTY	XX-EXOTIC										
Message:													
Rental delivery information													
Phone Where Rental Needed: <input type="text" value="314 512 5000 Ext. 0000"/>													
Need Immed: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No													
Date Needed: <input type="text" value="10/25/1998"/>													

**Back** **Next**

Home  Additional Charges

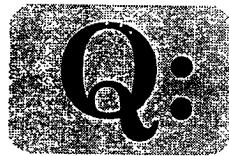


notes

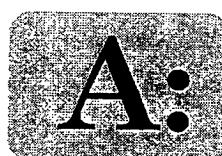


# On-Line Reporting

## On-Line Reporting



When should I  
use On-Line  
Reporting?



Use this  
section to  
review  
reports on  
rentals,  
broken  
down by  
category.

<b>On-Line Reporting - Main Menu .....</b>	<b>1</b>
<b>Select Report View Options .....</b>	<b>2</b>
<b>Open Detail - By Adjustor .....</b>	<b>3</b>
<b>Open Detail - By Body Shop .....</b>	<b>5</b>
<b>Open Detail - By Office .....</b>	<b>6</b>

## Select Report View Options

This Select Report View Options screen appears when you click **On-Line Reporting** on the main menu (page 1).

- 1) Click the drop-down arrow to choose your selections in the **Report Sorted By**, **Additional Sort**, **Report Type**, and **Status** fields.



The Report Type and Status fields have only one choice.

- 2) Click **OK** to advance to the appropriate Open Detail screen.

If **Adjustor** is selected, the Open Detail - By Adjustor screen appears (page 3).

If **Body Shop** is selected, the Open Detail - By Body Shop screen appears (page 5).

If **Office** is selected, the Open Detail - By Office screen appears (page 6).



Selecting **Auth Days** or **Days Behind** in the Additional Sort field will not affect which Open Detail screen appears next.

**Auth Days** will list files in order of authorized days.

**Days Behind** will list files in order of the number of days behind.



*Currently only detail and open rental information is available. Future releases will include additional options in the Report Type and Status fields.*

Enterprise rent-a-car

ARMS - Automated Rental Management System  
On-Line Reporting  
Office: B0020 01

Select report view options

Report Sorted By: Adjustor

Additional Sort: Auth Days

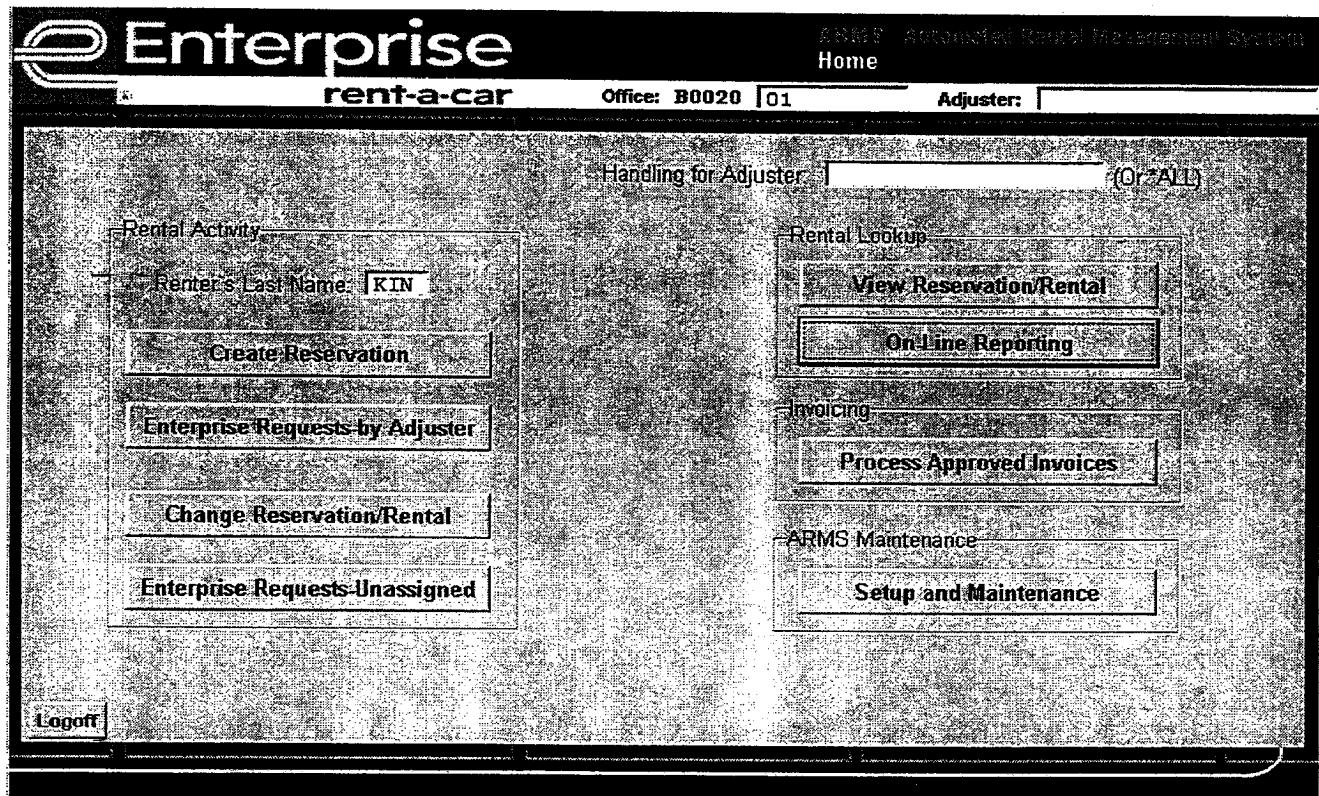
Report Type: Detail

Status: Open

Back OK

# On-Line Reporting - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your last name in the **Adjuster** field.
- 3) Click **On-Line Reporting**.
- 4) The Select Report View Options screen appears (page 2).



## Open Detail - By Adjustor

This Open Detail - By Adjustor screen appears when you select **Adjustor** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).

The following columns and fields are display-only:

- Adjustor Name** - The adjustor in charge of the claims listed below.
- Claim Number** - The claim number assigned to a particular renter.
- Type** - The type of claim (Insured, Claimant, Theft).
- Rate Authorized** - The rate of the vehicle authorized by the adjustor.
- Rent Days** - The number of days the vehicle has been on rent.
- Authorized Days** - The number of days authorized by the adjustor.
- Days Behind** - The difference (if any) between the number of days authorized and the number of days on rent.



If **Auth Days** was selected in the Additional Sort field, the claims will appear in descending order by the total authorized days.

**Enterprise** rent-a-car

ARMS - Automated Rental Management System  
Open Detail  
Office: B0020 81

By Adjustor, By Auth Days

Position to Adjustor Last Name:

Adjustor Name: ADAMS, KELLY

Claim Number	Type	Rate Authorized	Rent Days	Authorized Days	Days Behind	# of Extra Days	Surcharge	Hold Amount
1458324548	Insured	26.99	14	17		1		441.88
1459287311	Theft	36.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
6578324681	Claimant	22.99	11	10	1			229.90
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1452121425	Claimant	26.99	4	7				188.93
4516824672	Insured	35.99	8	5	3		Y	179.95

Total Contracts: 9      Avg: 26.99      13.0      10.2      2.0      1.0      276.56

Back  \*\* Excludes taxes/surcharges as applicable

[Home](#) [Previous Adr](#) [Next Adr](#) [Show Denter](#)

**# of Extn** - The number of extensions the adjustor has sent to date.

**Sur-Chgs** - Displays whether any surcharges have been approved by the adjustor.

**Bill Amount** - The amount of the rental bill to date.

**Total Contracts** - The number of contracts the adjustor is handling at this time.

**Avgs** - The average numbers from the columns above.



The Avgs (Averages) in the Days Behind and # of Extn fields are determined by the number of contracts that fall into those categories, not by the total number of tickets. (For example, out of the nine tickets displayed on-screen (page 3), only two fall into the Days Behind category (1 and 3); therefore, the average number of Days Behind would be two days.)



If Days Behind was selected in the Additional Sort field, the claims will appear in descending order by the number of days they are behind in authorization. If the rental is fully authorized, the Days Behind field is blank. If the field displays *Term*, the rental has been terminated.

**Enterprise**  
rent-a-car

ARMS - Automated Rental Management System  
Open Detail  
Office: B0020 01

By Adjuster, By Days Behind

Position to Adjuster Last Name:

Adjuster Name: ADAMS, KYLE

Claim Number	Type	Date Authorized	Rent Day	Authorized Days	Days Behind	# of Extn	Sur-Chgs	Billable Amount
4516834672	Insured	35.99	8	5	3	1	Y	179.95
6578324681	Claimant	22.99	11	10	1			229.90
1459246832	Claimant	20.99	15	13	Term		Y	272.87
4519298216	Insured	20.99	12	8	Term			167.92
8974656891	Insured	30.99	8	8	Term			247.92
3589249521	Insured	20.99	12	8	Term			167.92
1459287311	Theft	36.99	15	16		1		591.84
1452121425	Claimant	26.99	4	7				188.93
1458324548	Insured	25.99	14	17		1		441.83
Total Contracts: 9 Avgs: 26.98 14.0 10.2 2.0 1.0 246.56								
* Excludes taxes/surcharges as applicable								

You can also click any of the following option buttons (Appendix, page 1):

**Home** - Return to the main menu (page 1).

**Previous Adj** - Display the previous adjustor's (alphabetically) claims (if applicable).

**Next Adj** - Display the next adjustor's claims (if applicable).

**Show Renter** - Display the renters' names in place of the claim numbers. This button then displays as Show Claim #.

## **Open Detail - By Body Shop**

This Open Detail - By Body Shop screen appears when you select **Body Shop** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Key the first few letters of the desired body shop in the **Position to Body Shop Name** field, and click **Search**. The list refreshes with your selection at the top.
- 2) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 3) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.

Enterprise		ARMS Automated Rental Management System						
rent-a-car		Open Detail						
		Office: B0020 01						
		By Body Shop, By Auth Days						
Position to Body Shop Name:		Search						
Body Shop Name: No Body Shop								
Claim Number	Type	Rate Unauthorized	Rent Days	Authorized Days	Days Retained	Days Over	Over Days	Billing Amount
14592387811	Theft	86.99	15	16		1		591.84
1459246832	Claimant	20.99	15	13	Term		Y	272.87
3216549875	Claimant	24.99	10	10				249.90
6578324681	Claimant	22.99	11	10	1			229.90
3589249521	Insured	20.99	12	8	Term			167.92
4516824672	Insured	35.99	8	5	3		Y	179.95
Total Contracts		6	Avg:	27.15	11.8	10.3	2.0	1.0
282.06								
** Excludes taxes/surcharges as applicable								
Back		OK						

## Open Detail - By Office

This Open Detail - By Office screen appears when you select **Office** in the **Report Sorted By** field and **Auth Days** in the **Additional Sort** field on the Select Report View Options screen (page 2).

- 1) Click to highlight the name of the renter whose file you want to access, and click **OK** to select that file.
- 2) The first View Reservation/Rental screen appears (View Reservation/Rental, page 4).



For details on the column headings and fields, please refer to pages 3-4.

**Enterprise**  
rent-a-car

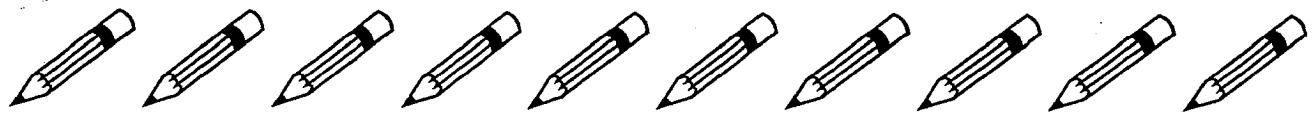
ARMS Automated Rental Management System  
Open Detail  
Office: B0020 01

By Office By Author Days

Adjuster Name	Type	Days Authorized	Rent Days	Authorized Days	Days Behind	For Rent	Sur-Chgs	Business Amount
MEYER, THERESA	Insured	22.99	18	18	1	2		413.82
ADAMS, KYLE	Insured	25.99	14	17		1		441.83
ADAMS, KYLE	Theft	36.99	15	16		1		591.84
ADAMS, KYLE	Claimant	20.99	15	13	Term		Y	272.87
MEYER, THERESA	Claimant	24.99	10	10				249.90
ADAMS, KYLE	Claimant	22.99	11	10	1			229.90
MEYER, THERESA	Claimant	22.99	8	10				229.90
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Insured	30.99	8	8	Term			247.92
ADAMS, KYLE	Insured	20.99	12	8	Term			167.92
ADAMS, KYLE	Claimant	26.99	4	7				188.93
SUMMER, CALI	Insured	20.00	5	5				100.00
SUMMER, CALI	Claimant	21.99	5	5				109.95
SUMMER, CALI	Claimant	24.99	8	5	3			124.95

Back Excludes taxes/surcharges as applicable. OK

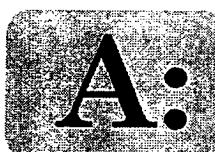
Home



# Process Approved Invoices



When should I use Process Approved Invoices?



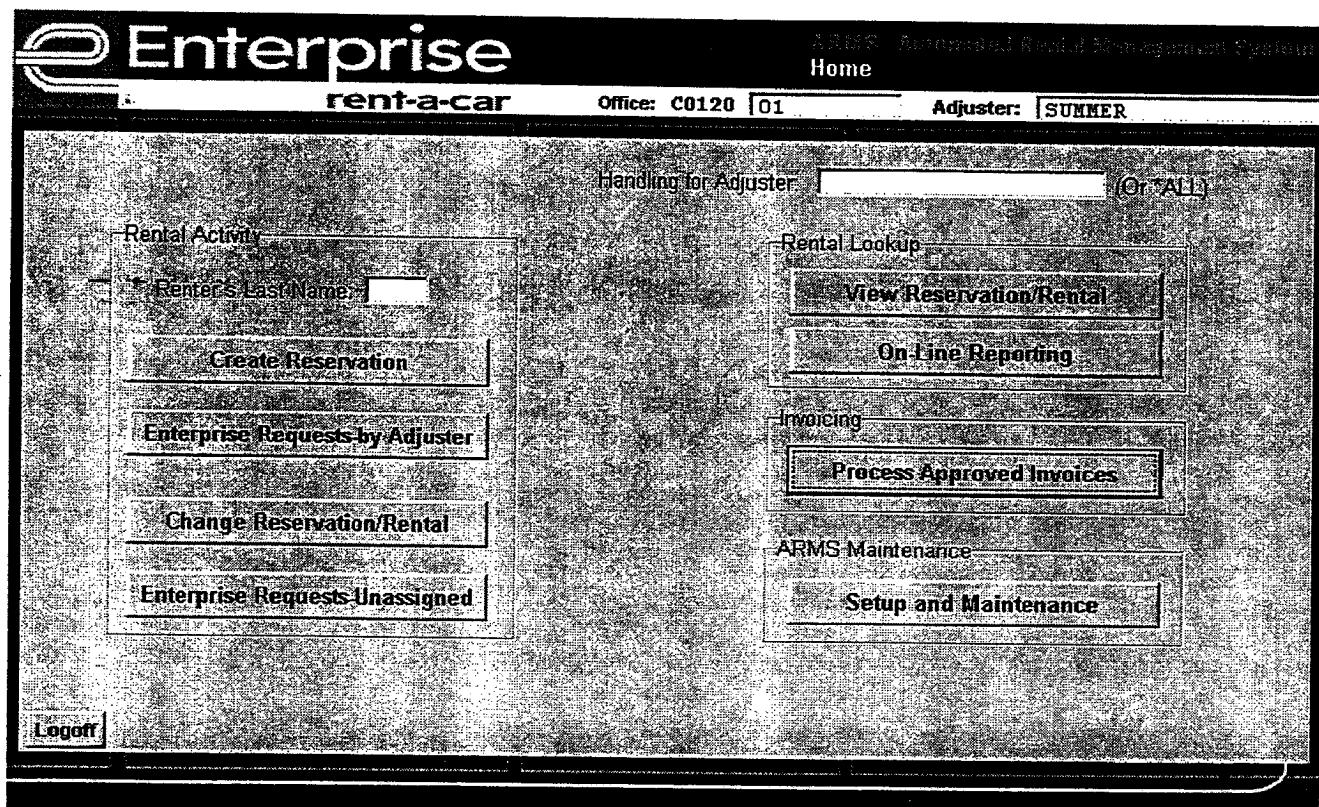
Use this section to process and pay **all** invoices at your claims center.

## Process Approved Invoices

<b>Process Approved Invoices - Main Menu .....</b>	<b>1</b>
<b>Password Screen .....</b>	<b>2</b>
<b>Process Approved Invoices .....</b>	<b>3</b>
<b>Invoice Review/Approval .....</b>	<b>4</b>
<b>View Reservation/Rental .....</b>	<b>5</b>
<b>Send to Adjuster .....</b>	<b>6</b>
<b>Batch Payment Confirmation .....</b>	<b>7</b>

## Process Approved Invoices - Main Menu

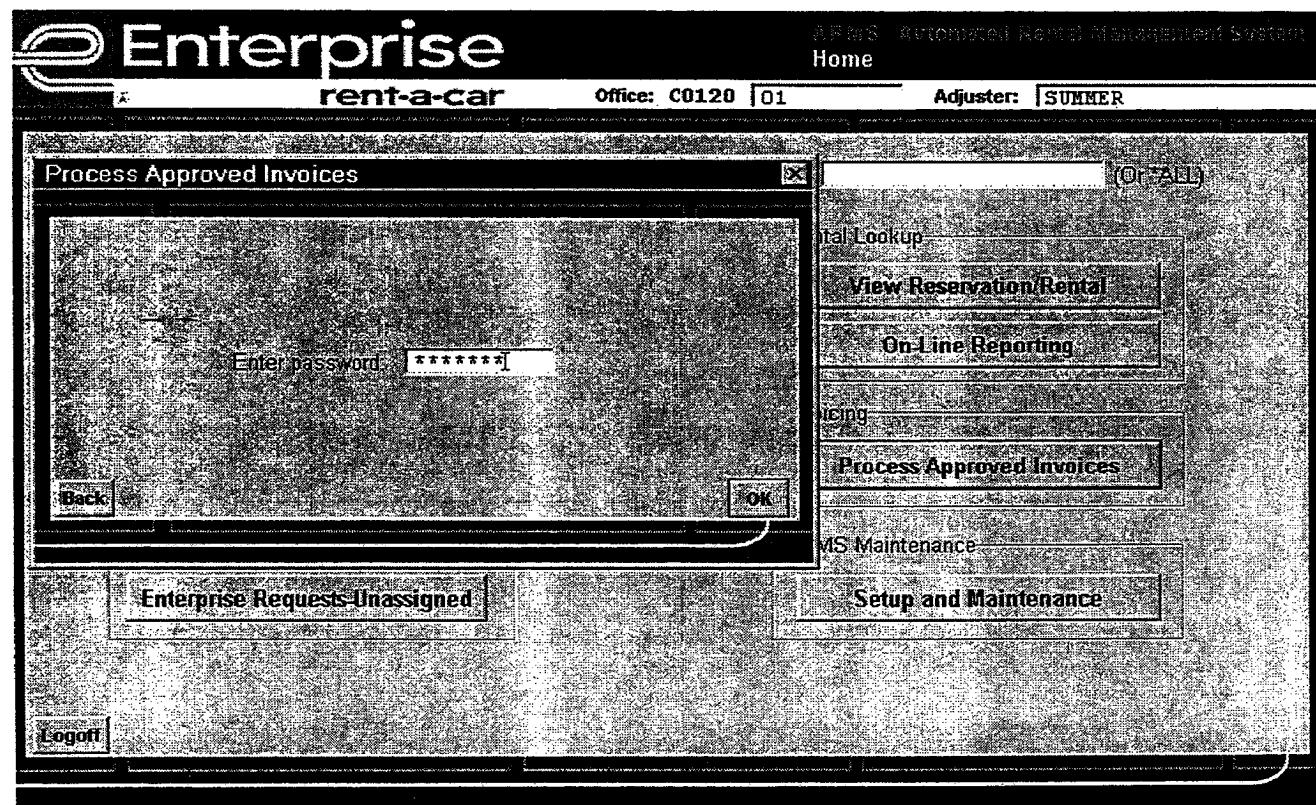
- 1) Key your claims office code in the Office field.
- 2) Key your last name in the Adjuster field.
- 3) Click Process Approved Invoices.
- 4) A password screen appears (page 2).



## Password Screen

This password screen appears when you click **Process Approved Invoices** on the main menu (page 1).

- 1) Key your password in the **Enter Password** field.
- 2) Click **OK** to advance to the next Process Approved Invoices screen (page 3).  
Click **Back** to return to the main menu (page 1).



## Process Approved Invoices

This Process Approved Invoices screen appears when you enter the correct password on the Process Approved Invoices password screen (page 2).

- 1) Click to highlight the invoice you wish to view, and click **OK** to select the invoice.
- 2) The Invoice Review/Approval screen appears (page 4).
- 3) Click **Back** to return to the main menu (page 1).



If you click **Accept Batch**, the Batch Payment Confirmation screen appears (page 7).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

**Enterprise**  
rent-a-car

ARMS - AUTOMATED RENTAL MANAGEMENT SYSTEM  
Process Approved Invoices

Office: C0120 01      Adjuster: SUMMER, CALI

**Batchpay**

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	5625874512	10/22/99	SUMMER, CALI	146.22
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

**Back**      **Accept Batch**      **OK**

**Home**    **Refresh**

## Invoice Review/Approval

This Invoice Review/Approval screen appears when you choose an invoice and click **OK** on the Process Approved Invoices screen (page 3).



*This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.*

Click **OK** to process the approved invoice and return to the Process Approved Invoices screen (page 3) to review other invoices. This invoice will no longer appear on that screen.

Click **Back** to return to the Process Approved Invoices screen without processing the invoice.

You can also click any of the following option buttons:

**Home** - Return to the main menu (page 1).

**View Rental** - Access the View Reservation/Rental screen (page 5).

**Send to Adjuster** - Send the invoice back to the original adjustor for further review (page 6).

**Enterprise** rent-a-car

Office: C0120 01      Adjuster: SUMMER, CALI

Invoice: PPGM 00073089      Date: 10/22/99      Rental Period:  
Claim#: 5629874512      Rental from: 10/05/99 to 10/10/99  
Billing from: 10/05/99 to 10/10/99

Type: Insured      Authorized Days: 6  
Renter: DAVIS      Rate: 00  
Rental: ENTERPRISE RENT-A-CAR      Direct Bill Percent: 100 %  
6850 LADUE ROAD  
SAINT LOUIS      MO 631240001  
314-512-0294

Federal ID: 48-0791835      Authorized Limits: 150.00 POLICY LIMIT  
Policy Limits: Daily: 25.00      Maximum: 750.00

Qty	Rate	Freq	Amount	Days	Description
6	22.99	/DAY	137.94	0	
1	6.00	/PCT	8.28	0	SALES TAX

Total Charges: 146.22  
Amount Received: 00  
Total Due: 146.22

**OK**

**Home**   **View Rental**   **Send to Adjuster**

## View Reservation/Rental

This View Reservation/Rental screen appears when you click **View Rental** on the Invoice Review/Approval screen (page 4).



*This screen is view-only. You can review the information on the screen to determine whether to process the adjustor-approved invoice.*

Click **Next** or **Back** to return to the Invoice Review/Approval screen (page 4).

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Additional Charges** - View additional charges on the contract (Appendix, page 7).

**Enterprise**  
rent-a-car

ARMS - Adjustor and Renter Message System  
View Reservation/Rental

Office: C0120 01      Adjuster: SUMMER, CALI

Status: INVOICED RENTAL      Mode: INSURED      Claim#: 5625574512  
Renter: DAVIS, JOHN

Date	S/R	Message	From	To
3/10/00	S	INVOICE APPROVED FOR PAYMENT BY SUMMER, CALI		
10/16/99	R	INVOICE RECEIVED. AMOUNT DUE \$146.22		
10/16/99	R	TICKET 073089 CLOSED 10/10/99 @ 14:56:00		
10/16/99	S	AUTH CHANCE SENT BY SUMMER, CALI @ 14:55:52		
10/16/99	S	EXTENSTION SENT BY SUMMER, CALI @ 14:55:52		

**Authorization Information**      **Rental Location**      **Repair Information**      **Renter Information**

Authorized Amounts

Number of Days:	6	Daily:	25.00	Rental Start:	10/05/99
Vehicle Rate (Claimant):		Maximum:	750.00	Last Authorized Day:	0/00/00
Direct Bill Percent:	100 %			Authorization Total:	150.00

Policy Coverage (Insured Only)

Back      Next

Home      Additional Charges

## Send to Adjuster

This Process Approved Invoices screen reappears when you click **Send to Adjuster** on the Invoice Review/Approval screen (page 4).

“RETURNED TO ADJ” now appears in the **Claim Number** column next to the invoice you selected.



For details on this screen, please refer to page 3.

You can also click either of the following option buttons:

**Home** - Return to the main menu (page 1).

**Refresh** - Remove all updated information from the current page.

**Enterprise**  
rent-a-car

ARMS - Automated Rental Management System  
Process Approved Invoices

Office: C0120 01      Adjuster: SUMMER, CALI

**Batch pay**

Renter Name:

Renter Name	Claim Number	Invoice Date	Adjuster	Amount Due
DAVIS, JOAN	***RETURNED TO ADJ**	10/22/99	SUMMER, CALI	146.02
MOORE, CAROLYN	5896247851	10/22/99	SUMMER, CALI	450.32
WATSON, PATTY	5698562541	10/22/99	SUMMER, CALI	300.00
WEBER, ANDREW	5698754821	10/22/99	SUMMER, CALI	511.76

## Batch Payment Confirmation

This Batch Payment Confirmation screen appears when you click **Accept Batch** on the Process Approved Invoices screen (page 3 or 6).

- 1) In the **Payment Date** field, enter the date you wish to make payment.
- 2) Click **OK** to process the payment and return to the main menu (page 1).  
Click **Back** to return to the Process Approved Invoices screen (page 3 or 6) without processing the payment.



**Be sure your office includes the reference number with payment.**

**Enterprise**  
rent-a-car

ARMS - Automated Rental Management System  
Process Approved Invoices

Office: C0120 01      Adjuster: SUMMER, CALI

Batch Payment Confirmation Screen

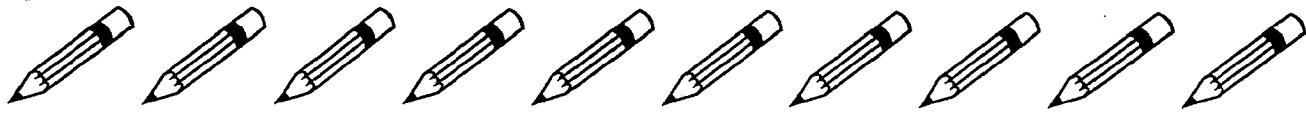
Reference Number:	0001-0000001
Payment Amount:	1,262.08
Payment date:	02/10/2000
Invoice Count:	3
Remit payment to:	ENTERPRISE RENT-A-CAR P.O. BOX 725110 ST. LOUIS, MO 63179-0795

**Please include Reference Number with payment.**

**Back** **OK**

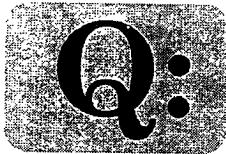


notes

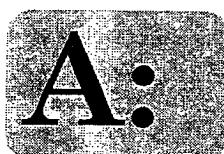


# Setup and Maintenance

## Setup and Maintenance



When should I use Setup and Maintenance?



Use this section to customize RMS Web, create or change passwords, and add and activate adjusters.

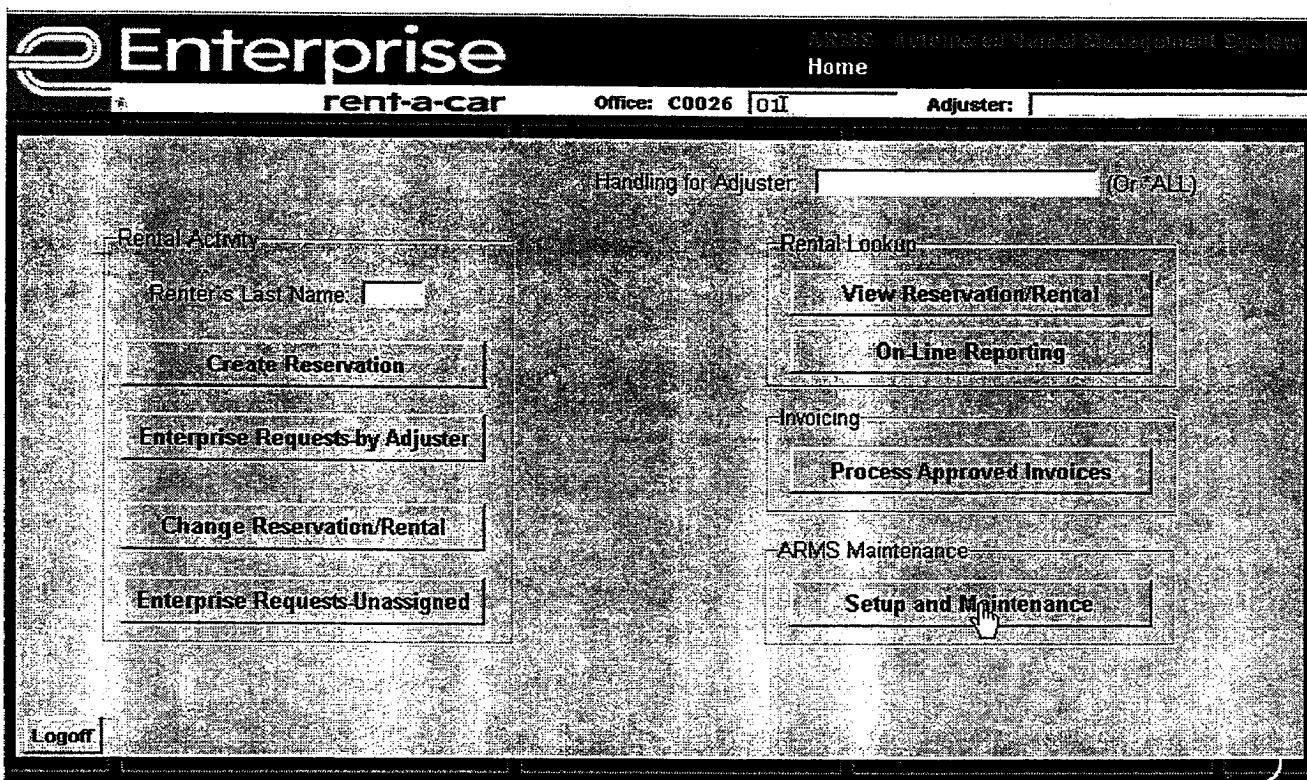
<b>Setup and Maintenance - Main Menu .....</b>	<b>1</b>
<b>Key Password to Access Setup and Maintenance - Main Menu.....</b>	<b>2</b>
<b>Choose a Selection from the File Maintenance Menu.....</b>	<b>3</b>
<b>Customer Profile Maintenance (Customize ARMS Web) .....</b>	<b>4</b>
<b>Adjuster Selection - Maintain Adjuster Files .....</b>	<b>5</b>
<b>Maintain Adjuster Files.....</b>	<b>6</b>
<b>Add an Adjuster .....</b>	<b>7</b>

## Setup and Maintenance - Main Menu

- 1) Key your claims office code in the **Office** field.
- 2) Key your **last name** in the **Adjuster** field.
- 3) Click **Setup and Maintenance**.
- 4) A password screen appears (page 2).



The *first* time you use the Setup and Maintenance screens, you will be prompted to create a password on the Customer Profile Maintenance screen (page 4). You can also change a password on the Customer Profile Maintenance screen. Once you have created a password, you will not be prompted on the Customer Profile Maintenance screen again.



# Key Password to Access Setup and Maintenance - Main Menu

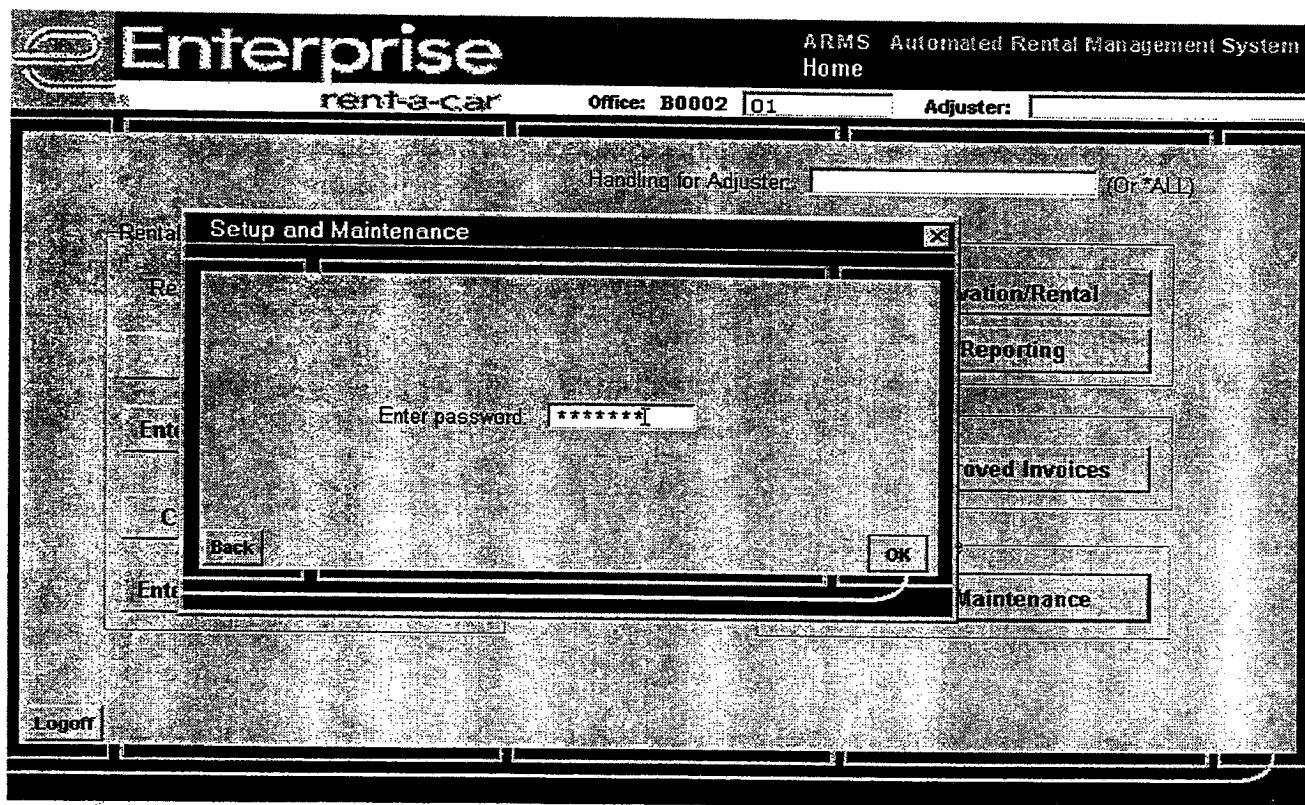
If your password has already been set up, this password pop-up window appears when you click **Setup and Maintenance** on the main menu (page 1).

- 1) Key your alphanumeric password in the **Enter Password** field.



You will *not* see the characters as you key them.

- 2) Click **OK** to continue to the File Maintenance Menu screen (page 3).  
Click **Back** to return to the main menu (page 1).



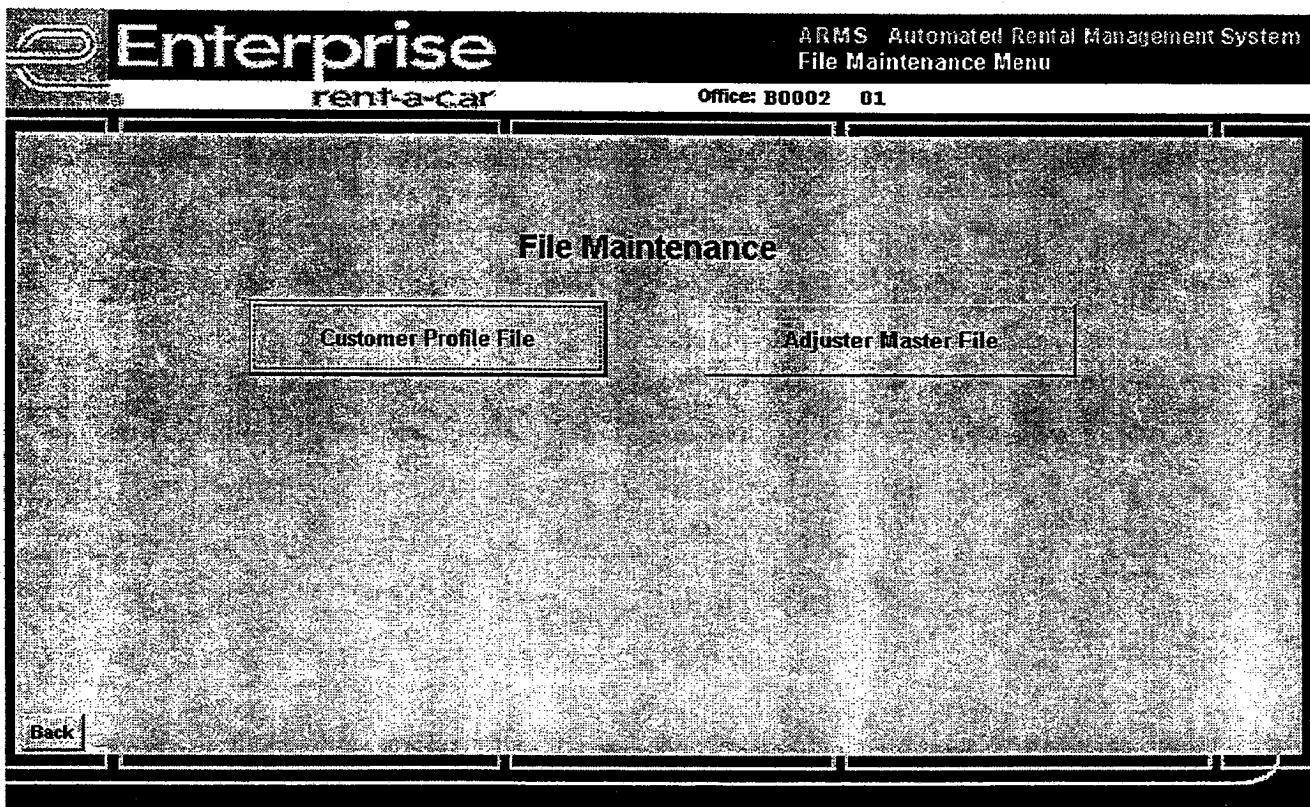
## Choose a Selection from the File Maintenance Menu

This File Maintenance Menu screen appears after the ARMS Web system accepts your password. There are two buttons from which to choose.

- ◆ **Customer Profile File** - Advance to the Customer Profile Maintenance screen to customize ARMS Web for your company's specific needs. Create or change your password (page 4).
- ◆ **Adjuster Master File** - Maintain adjustor information such as address and telephone number. You may also activate and deactivate an adjustor from the system (page 6).

1) Click the button (see descriptions above) you wish to choose.

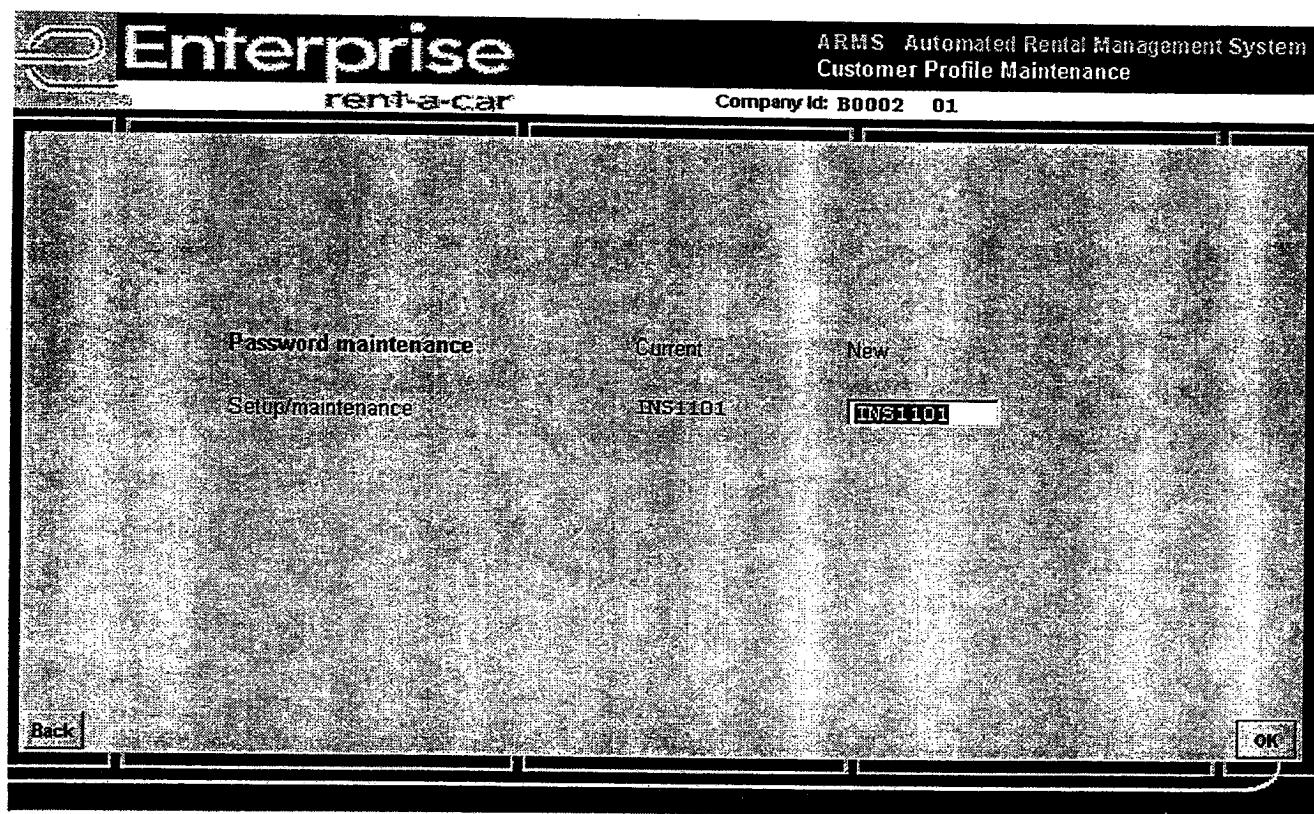
2) Click **Back** to return to the main menu (page 1).



## Customer Profile Maintenance (Customize ARMS Web)

This Customer Profile Maintenance screen appears when you click **Customer Profile File** on the File Maintenance Menu screen (page 3).

- 1) Key a new password (if you are using this section for the first time), or key over the existing password to change it.
- 2) Click **OK** to accept changes and return to the File Maintenance Menu screen (page 3). Click **Back** to return to the File Maintenance Menu screen (page 3) without making any changes.



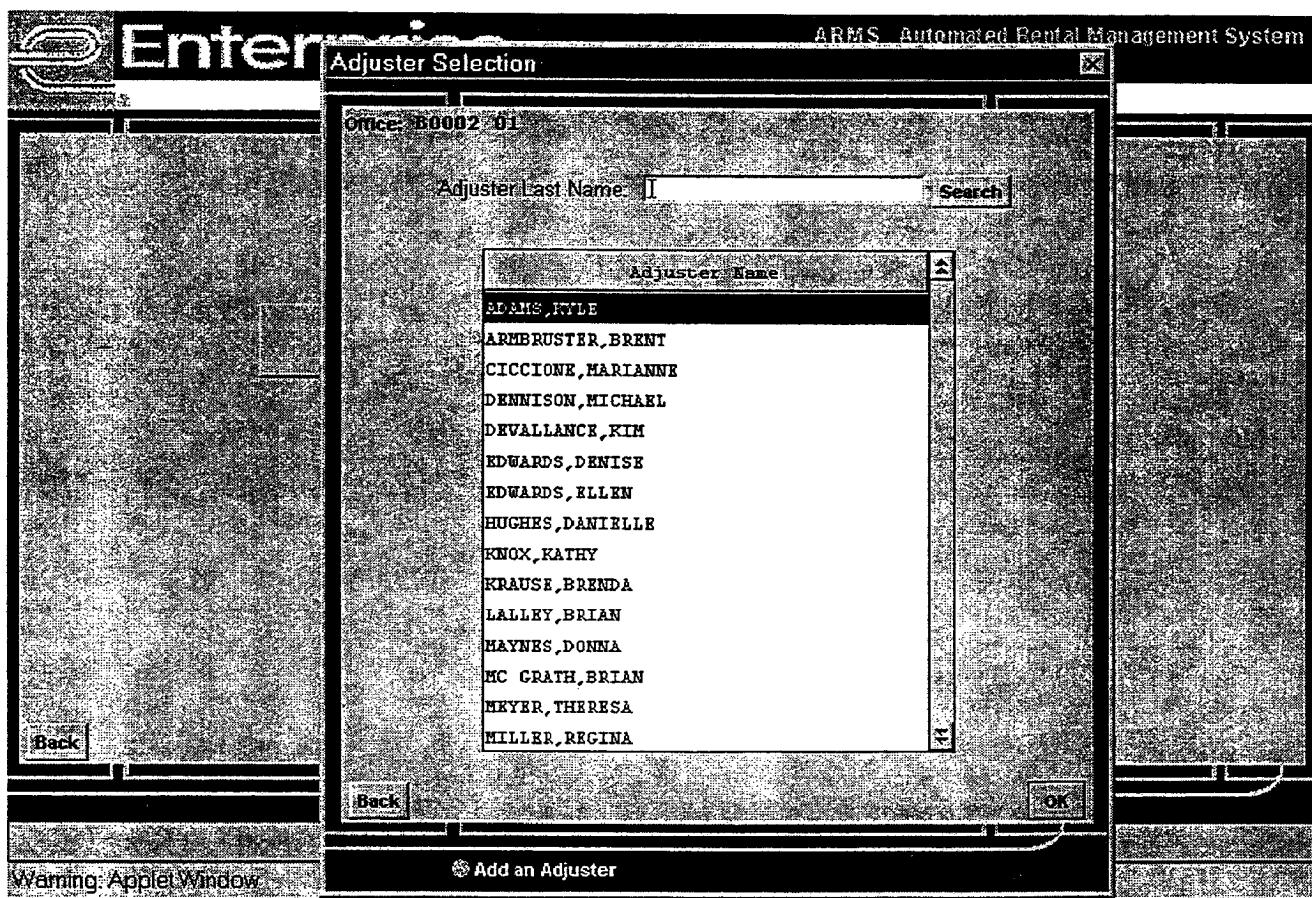
## Adjuster Selection - Maintain Adjuster Files

This Adjuster Selection pop-up window appears when you click **Adjuster Master File** on the File Maintenance Menu screen (page 3). There are two functions from which to choose.

- ◆ Maintain files for adjustors already authorized to ARMS Web.
- ◆ Add new adjustors to ARMS Web.

You can do one of the following:

- 1) Key the first few letters of a name in the **Adjuster Last Name** field, and click **Search** to find a particular adjustor.  
**OR**
- 2) Click to highlight the adjuster you wish to select, and click **OK** to continue to the Adjuster Maintenance screen (page 6).  
**OR**
- 3) Click **Add an Adjuster** to continue to the Adjuster Add screen (page 7).  
**OR**
- 4) Click **Back** to return to the File Maintenance Menu screen (page 3) without selecting or adding an adjustor.



# Maintain Adjuster Files

This Adjuster Maintenance screen appears when you select an adjustor on the Adjuster Selection pop-up window (page 5).

- 1) Key over any existing information to change.
- 2) Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to reactivate an adjustor if the current status is Inactive (access denied to ARMS Web). The following message displays: "Confirm change to activate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.

**OR**

Click **OK** to accept changes after selecting your choice in the **Status** drop-down list to deactivate an adjustor if the current status is Active (access allowed to ARMS Web). The following message displays: "Confirm change to deactivate adjustor." Click **OK** to confirm the change, or click **Back** to return to the previous screen.



The screen below shows this person's status is active.

- 3) After you confirm the change, the File Maintenance Menu reappears (page 3).

The screenshot shows the ARMS Automated Rental Management System Adjuster Maintenance screen. The title bar includes the Enterprise rent-a-car logo, the system name, and the office code (B0002 01). The main form displays the following data for an adjuster:

Adjuster Code:	ADAMS		
Last Name:	ADAMS		
First Name:	KYLE		
City/State/Zip:	NEW YORK	NY	931050000
Phone Number:	212-669-2785	Ext:	
Status:	Active		
Default Office:	No		

At the bottom, status messages show the add and change dates and times:

Add Date/Time:	1996/10/04	11:14:37
Chg Date/Time:	1999/12/13	10:41:20

Navigation buttons include Back, Home, Deactivate, Addl Offices, and OK.

## Add an Adjustor

This Adjuster Add screen appears when you click **Add an Adjustor** on the Adjustor Selection pop-up window (page 5).

- 1) Key the new adjustor's information on the appropriate lines.



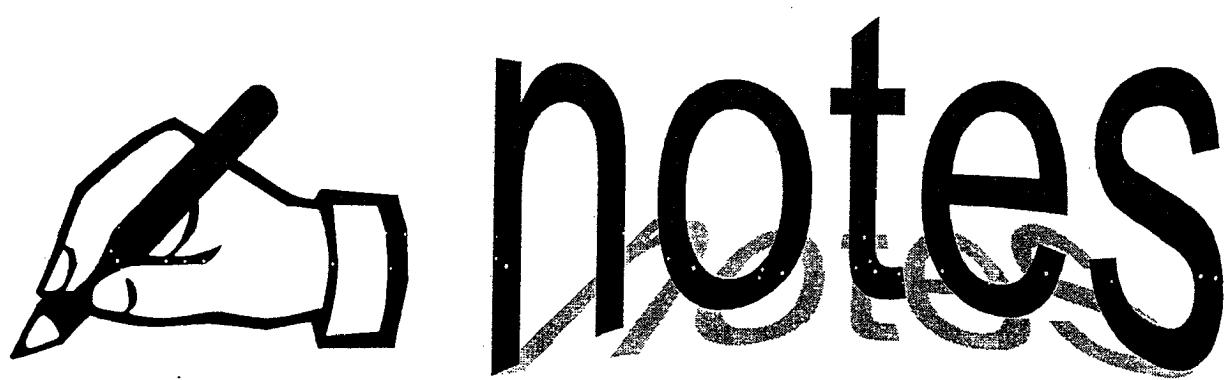
All information is *required* except the last four digits of a nine-digit ZIP code and a telephone extension.

- 2) Click **OK** to add the adjustor to the ARMS Web system and return to the File Maintenance Menu (page 3).  
Click **Back** to return to the Adjuster Maintenance screen (page 6).

You can also click the following option button (Appendix, page 1):

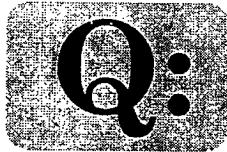
**Home** - Return to the main menu (page 1).

The screenshot shows a computer interface for adding a new adjustor. The top bar features the Enterprise rent-a-car logo and the text "ARMS Automated Rental Management System" and "Adjuster Add". The main area contains input fields for "Adjustor Code" (with "J1" entered), "Last Name" (empty), "First Name" (empty), "City/State/Zip" (empty), "Phone Number" (empty), and "Status" (set to "Active" with a checked checkbox). At the bottom, there are buttons for "Add Date/Time", "Chg Date/Time", "Back", and "OK". A "Home" link is also visible at the bottom left.

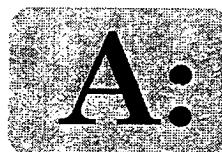


# Buttons

## Appendix



When should I use Buttons?



Use this section to access detail screens throughout ARMS Web.

<b>Buttons - Overview .....</b>	<b>1</b>
<b>Rates .....</b>	<b>2</b>
<b>Detail .....</b>	<b>3</b>
<b>Message .....</b>	<b>4</b>
<b>Change Adjuster .....</b>	<b>5</b>
<b>Change Claims Office .....</b>	<b>6</b>
<b>Additional Charges.....</b>	<b>7</b>

## Buttons - Overview

Buttons can guide you through the ARMS Web system quickly. This overview describes those buttons that are the same throughout each option. Screens that can be accessed *only* through a button are described on the following pages. Other buttons are defined within the options in which they are used.

**Rates** - View the rates, address, and phone number of the Enterprise office receiving the reservation.

**Home** - Return to the ARMS Web main menu.

**Detail** - Access screens to key or view more detail in a reservation/rental.

**Message** - Send a message to an Enterprise office.

**Change Adjuster** - Change the adjuster handling the file.

**Change Claims Office** - Change a claims office.

**Additional Charges** - View additional charges on a rental contract.

## Rates



The window shown below displays an *example* of vehicle classes and their associated rates. The rates displayed in this window are determined by the telephone number keyed in the **Phone Where Rental Is Needed** field on the Create Reservation screen. The ARMS Web system uses this telephone number to locate the Enterprise office closest to where the renter needs the car. The vehicle classes and rates that display are valid at that particular Enterprise office.

This window also displays the Enterprise office location and phone number that you may wish to give to the renter.

- 1) Click to highlight the vehicle class you wish to select.
- 2) Click **OK** to return to the previous screen. ARMS Web automatically places the selected rate in the appropriate field. Click **Back** to return to the previous screen without selecting a rate.

The screenshot shows two windows side-by-side. The left window is titled 'Enterprise rent-a-car' and contains a 'Quick Rez' form with fields for Claim Number, Renter Last Name, Work Phone, Home Phone, and Phone Where Rental Is Needed. The right window is titled 'Rental Vehicle Class / Rate Selection' and displays a table of vehicle classes and their daily rates. The 'FULL-SIZED' class is highlighted with a black background.

Class	Description	Daily Rate
EC	ECONOMY	18.99
CC	COMPACT	20.99
IC	INTERMEDIATE	22.99
SC	STANDARD	24.99
FC	<b>FULL-SIZED</b>	26.99
PC	PREMIUM	30.99
LC	LUXURY	36.99
SP	SPECIALTY	45.99
XP	PICKUP TRUCK	32.99
XV	VAN	35.99
XX	EXOTIC	65.99

# Detail

## Additional Information in a Reservation Renter, Vehicle, Repair Facility, and Claim Information

This Create Reservation screen appears when you click **Detail** on the previous Create Reservation screen (Create a Reservation, page 2). It is also available in the Change Reservation/Rental and View Reservation/Rental sections.

- 1) Key the renter's Last Name, First name, and work and/or home telephone numbers (required).
- 2) Key any other information you wish to include about the renter, vehicle, repair facility, or coverage in the appropriate fields.
- 3) Click **Next** to save this information and continue to the next Create Reservation screen (below).



Any previously keyed information is retained and displays in the appropriate fields. This applies to both detail screens.



## Additional Information in a Reservation Authorization, Rental Delivery Information, and Message

This Create Reservation screen appears when you click **Next** on the previous Create, Change, or View Reservation/Rental screen.

- 1) If the **Type** is **Insured** or **Theft**, the **Daily** and **Maximum** fields under **Policy Coverage** and the **Number of Days** field must be filled in. Click **Rates** to view rates (optional). If the type is **Claimant**, the **Number of Days** and **Vehicle Rate** fields must be filled in. Key the **Phone Number Where Rental Is Needed**, and use the drop-down arrow to select **Yes** if the rental is needed immediately or **No** if not (required).
- 2) Key any other information you wish to include about the authorization, rental delivery, and message.
- 3) Click **Finish** to process the reservation and return to the ARMS Web main menu (Introduction, page v).

# Message

Use this window to send a message to an Enterprise office.

- 1) Key up to four lines of information in the **Message** field.
- 2) Click **OK** to accept the message and return to the previous screen. Click **Back** to return to the previous screen without entering the message.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click **OK**.

Enterprise Automated Rental Management System  
Change Reservation/Rental

01      Adjuster: ADAMS, KYLE

1459246832

DAY	RATE
0	10
0	10
0	10
20.99/DAY	10

Number of Days to Extend:  OK

Number of Days to Extend:  Extend Rental

Authorization Information      Rental Location      Repair Information      Renter Information

Authorized Amounts	Rental Location	Repair Information	Renter Information
Number of Days: 13	Daily: <input type="text"/>	Policy Coverage (Insured Only)	Rental Start: 10/15/99
Vehicle Rate (Claimant): 20.99	Rates: <input type="text"/>	Maximum: <input type="text"/>	Authorization Terminated: 10/27/99
Direct Bill Percent: 100 %			Authorization Total: 272.67
			plus tax/surcharge

Back      Finish

© Rates    © Home    © Detail    © Message    © Change Adjuster    © Additional Charges    © Terminate

# Change Adjustor

Use this Adjustor Selection screen to look up or change an adjustor assigned to a reservation/rental.

- 1) Click to highlight the name of the adjustor you wish to select.  
To search for an adjustor by last name, key in the desired name and click **Search**.
- 2) Click **OK** to insert the adjustor's name in the appropriate fields. The name is locked in and carries forward to other screens of the authorization. Click **Back** to return to the previous screen without selecting an adjustor.



Click **Change Claims Office** to transfer the reservation/rental to another claims office. A pop-up window with a list of claims offices within your company displays (page 6).

The screenshot shows the 'Adjuster Selection' screen of the Enterprise software. The main window title is 'Adjuster Selection' and the sub-header is 'Office: 80003-01'. A search bar contains 'ADAMS, KYLE'. A 'Search' button is to the right. A list box displays a scrollable list of names: ADAMS, KYLE; DUNNISON, MICHAEL; DEVALLANCE, KIM; KRAUSE, BRENDA; LALLEY, BRIAN; MAYNES, DONNA; MC GRATH, BRIAN; MEYER, THERESA; MILLER, REGINA; MONSON, DAVID; RANDOLPH, JANICE; SUMMER, CALI; TOTH, KELLY; UNKNOWN, UNKNOWN. To the right of the list box, a 'Claimant' section shows 'AMS, KYLE' and 'P-TRUCK'. At the bottom right of the list box is an 'OK' button. The bottom of the main window has 'Back' and 'Change Claims Office' buttons. The left side of the screen shows a sidebar with 'Claim Number' and 'Authorization Information' sections, and a 'Message' area with a text input field. The bottom left has 'Back', 'Rates', and 'Home' buttons. The bottom right has 'Buttons' and a 'Finish' button. A 'Warning: Applet Window' message is at the bottom left.

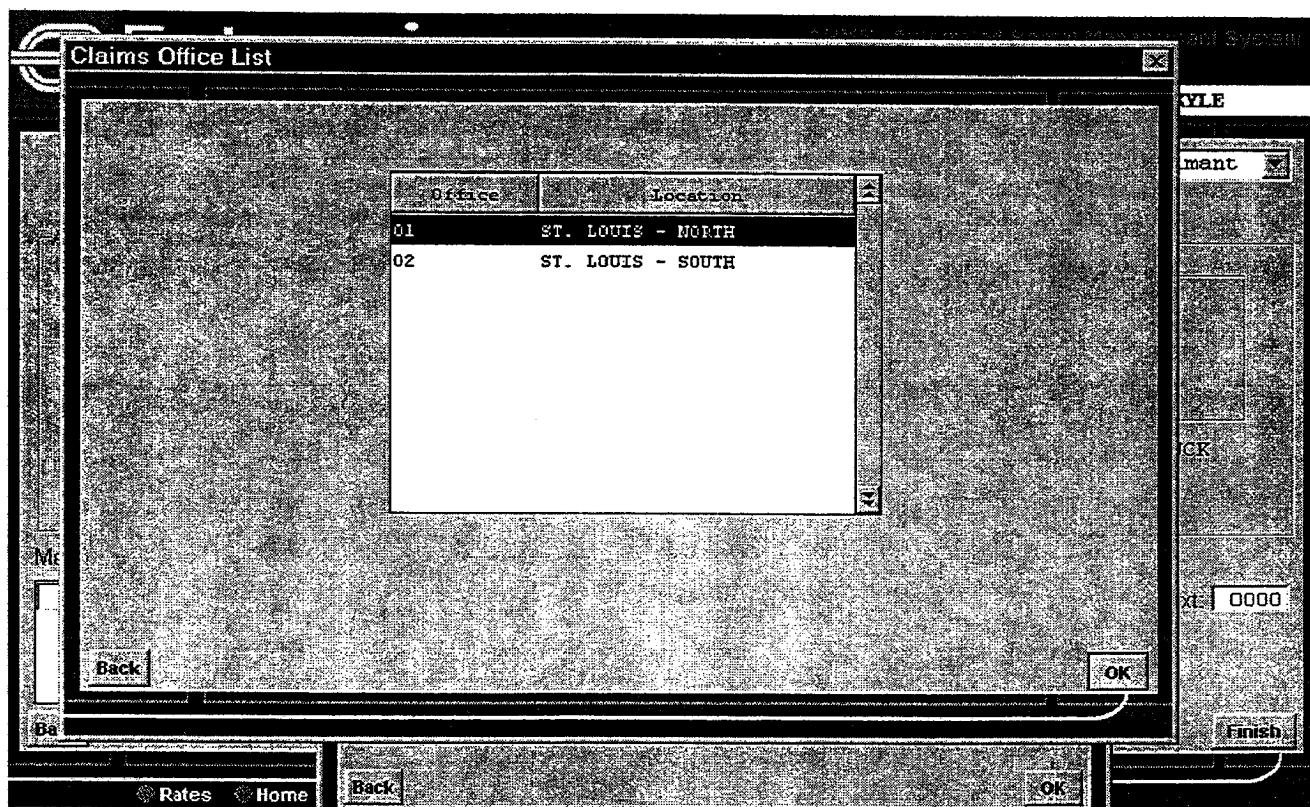
## Change Claims Office

Use this Claims Office List pop-up window to transfer a reservation/rental to another claims office.

- 1) Click to highlight the claims office you wish to select.
- 2) Click **OK** to transfer the reservation/rental to that office. Click **Back** to return to the Adjuster Selection screen (page 5) without selecting a new office.



You may select an adjustor from the new list (page 5), but it is not required. Click **OK** on the Adjuster Selection pop-up window (page 5) if you do *not* want to assign an adjustor. The reservation then transfers to the new claims office and appears in the Enterprise Requests-Unassigned section.



## Additional Charges

Use this Additional Charges screen to authorize charges in addition to the price of the rental.

- 1) Click to select the type of surcharge in the **Type** column.  
Select from these three types:
  - ◆ **Daily** (the amount authorized is charged on a daily basis).
  - ◆ **Rental** (the amount authorized is charged once during the rental).
  - ◆ **Percentage** (the amount authorized is a percentage charge, e.g., airport access fee).
- 2) Key the dollar amount or percentage you are authorizing in the **Amount or Percent** column to the right of the **Type** column.
- 3) Click **OK** to save these charges and return to the previous screen. Click **Back** to return to the previous screen without authorizing any charges.



Once recorded, the information will be saved in the system but displays on this screen *only* when you click **OK**. Key over any existing information to make changes.

**Enterprise** ARMS - Automated Rental Management System  
Create Reservation

Office: B0003-01      Adjuster: ADAMS, KYLE

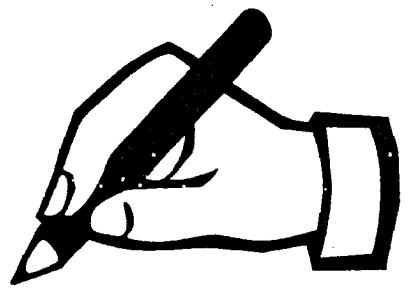
Additional Charges

Charge	Type	Amount	Percent
CDW	Daily	8.99	
PAI			
MILEAGE CHARGE			
DROP CHARGE			
MISC CHARGES			
UNDEPAGE DRIVER			
BABY CAR SEAT			

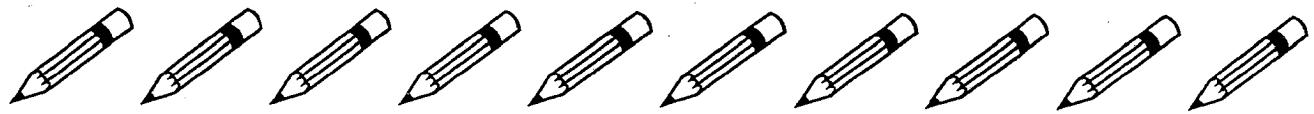
Enter either an amount or percent, not both

Back      OK      Next

Message   Change Adjuster   Additional Charges



notes

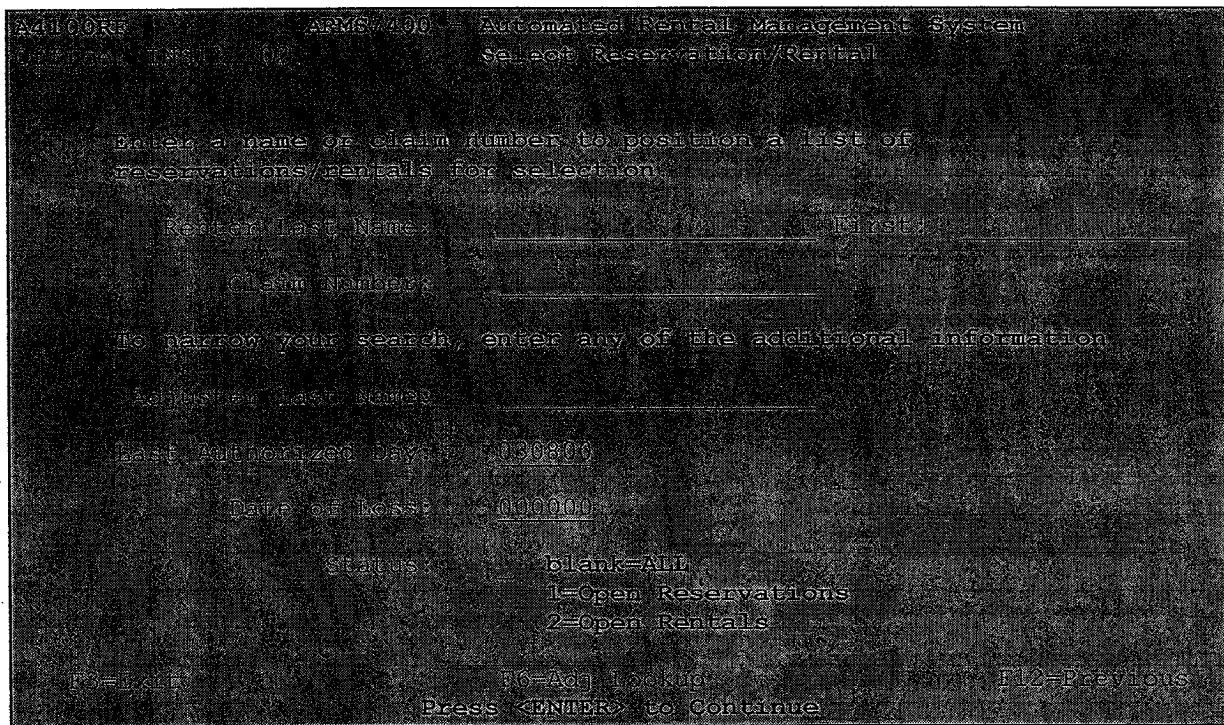


## \*\*ARMS/400 UPDATE\*\*

### Please be advised of the following update to the ARMS/400 program:

ARMS/400 adjusters now have a new way to view open rentals. We have added a new feature that allows adjusters to sort claims by repair facility when searching for rentals by the last authorized day. This enhancement will enable adjusters to proactively manage their files (or the entire office's files) by consolidating all of the rentals that require follow-up by repair facility.

This is what the Select Reservation/Rental screen currently looks like after you select Option 2 - Change Reservation/Rental on the ARMS/400 Main Menu:

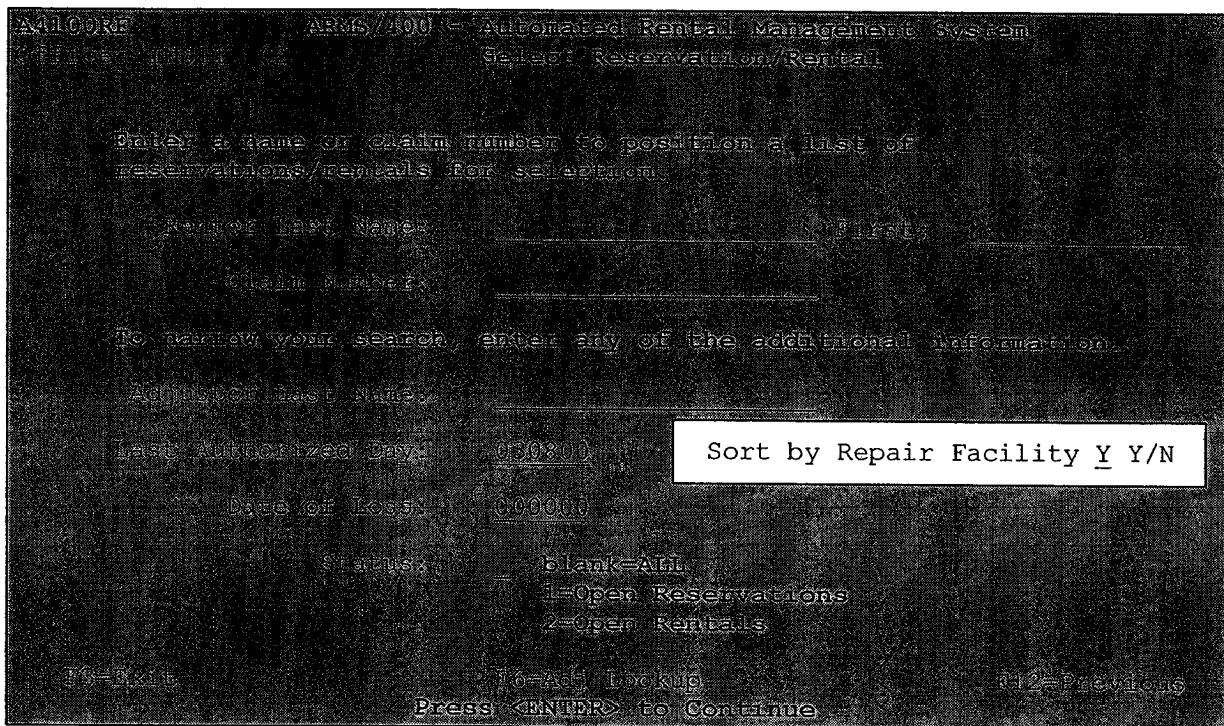


On the current screen, there is no way of sorting rentals by repair facility. The only sort available is by adjuster last name or the status of the rental.

# \*\*ARMS/400 UPDATE\*\*

## Updated Screen

The updated screen includes the field Sort by Repair Facility (see highlighted below).



All other filter options on this screen will remain the same. Please refer to your ARMS/400 User Guide for instructions on the other fields on this screen.

For this new feature, key the desired date in the **Last Authorized Day** field and **Y** (Yes) in the **Sort by Repair Facility** field. Press **[ENTER]**. Another new screen, **Select Open Rentals by Repair Facility**, appears (page 3).

# \*\*ARMS/400 UPDATE\*\*

## Select Open Rentals by Repair Facility Screen

ARMS/400		ARMS/400 - Automated Rental Management System				
OFFICE NUMBER		Select Open Rentals by Repair Facility				
Position to Repair Facility		Repair Facility				
Repair Facility		Body Shop				
Sel	Renter	Driver	Vehicle	Driver	Driver	Driver
1	WILLIAMS, DAN	WILLIAMS, DAN	07 HONDA ACCORD	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN
2	CHAPMAN, KIM	CHAPMAN, KIM	00 GM GM AUREO	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN
3	ARMSTRONG, J	ARMSTRONG, J	02 FORD EXPLORER	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN
4	DAVIS, JOAN	DAVIS, JOAN	01 CHEV. CAPRICE	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN
5	WILLIAMS, K	WILLIAMS, K	09 GM JAZZ	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN
6	DAVIS, JOAN	DAVIS, JOAN	06 HONDA CIVIC	DAVIS, JOAN	DAVIS, JOAN	DAVIS, JOAN

The repair facilities appear in alphabetical order. To view a different repair facility, key the name in the **Position to Repair Facility** field and press [ENTER].

To select a file, key 1 in the Sel (Select) field and press [ENTER]. The Change Reservation/Rental appears (page 4).

[F3] Exit

Return to the ARMS/400 Main Menu.

[F5] Previous Repairer

Move back to the previous repair facility (in alphabetical order).

[F6] Next Repairer

Move to the next repair facility (in alphabetical order).

[F12] Previous

Return to the Select Reservation/Rental screen (page 2).

## \*\*ARMS/400 UPDATE\*\*

## Change Reservation/Rental Screen

The Change Reservation/Rental screen has also been updated (see highlighted below).

4410008		ARMS/1000 - Automated Rental Management System	
Office: 314-555-1234		Charge, Reservation, Rental and Revallance	
Status: OPEN RENTAL		Address: 12345 6789 0000	
Renter: MR. ROBERT K		Phone: 314-555-1234	
12345 MO KINCH RD 12345		Email: 3145551234@msn.com	
ADAMSTOWN, MO 65432		Repair: CAR BODY SHOP	
Veh: 314-555-1234 96 Honda		Ph/Veh: 314-555-1234 96 Honda	
D/R/C: 314-555-1234		Body/Ex. Coverage: AUTO/NO. 2000	
Folio: 1234567890 RENT-A-CAR		Delivery: 314-555-1234	
Rental: 3/01/00 12:00 AM		Rekey: 314-555-1234	
Mo: 3/03/00		# Days: 3	
1444-3-55500		P/C: 314-555-1234	
Rental Starts: 3/06/00		Last Auto Day: 3/08/00	
A Date S/R Message Auto Total: 1300.00 plus tax/surcharge Drives: 1000		CAR: 314-555-1234 OPENED 3/01/00 12:00 AM 314-555-1234-00	
3/07/00 12:00 AM AUTHORIZATION CONFIRMED BY ENTERPRISE		314-555-1234-00	
3/08/00 12:00 AM RESERVATION NUMBER: 123456		314-555-1234-00	
More			
Re-Renter: F=Unit R=Rental R=Reserve T=Reserve U=Cancel C=Cancel P=Pay Rev			
Press Enter to Proceed			

The phone number of the repair facility and the vehicle being repaired have been added. For detailed instructions on the other fields, please refer to your ARMS/400 User Guide.

*Note: These new fields will also be available on the View Reservation/Rental screen.*

## \*\*ARMS/400 UPDATE\*\*

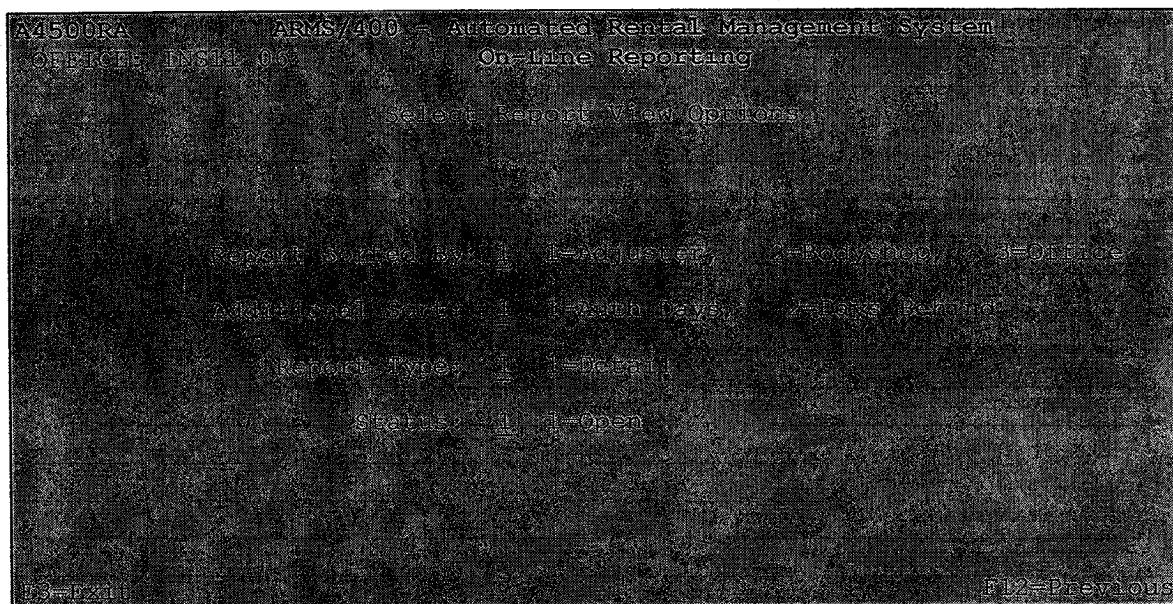
### **Please be advised of the following update to the ARMS/400 program:**

ARMS/400 is being enhanced with additions to Option 15 - On-Line Reporting. With these new features, more reports on rentals, broken down by adjuster, repair facility, or claim center, can be displayed on the screen.

Two new choices appear on the Select Report View Options screen:

- Closed in the Status field
- Summary in the Report Type field

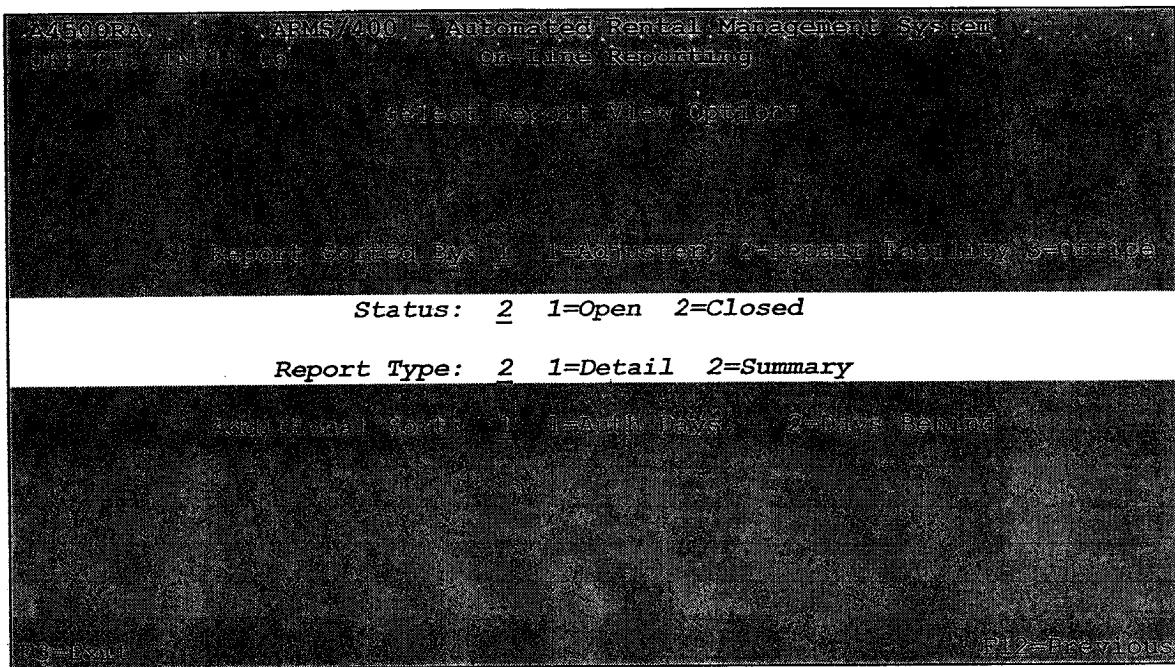
The screen below is what the Select Report View Options screen currently looks like after Option 15 is selected on the ARMS/400 Main Menu.



On the current screen, closed ticket reports or summary report types were not available.

## \*\*ARMS/400 UPDATE\*\*

### Updated Screen



From the updated Select Report View Options screen, adjusters can now select summary reports and reports on closed tickets — in addition to all of the other reports they could previously access with Option 15.

- *The fields still automatically default to 1. You must key 2 to access the new choices on the menu.*
- 1. Key the desired sorting method.
- 2. Press [ENTER].  
If 2 is keyed in the Status field and 1 is keyed in the Report Type field, a Closed Detail screen appears (page 3).  
If 2 is keyed in the Status field and 2 is keyed in the Report Type field, a Closed Summary screen appears (page 5).
- *Note: These are the only two screens that will be shown in this update. Both will be sorted by Adjuster and Authorized Days. For instructions on other screens, please refer to the ARMS/400 User Guide.*

# \*\*ARMS/400 UPDATE\*\*

## Closed Detail Screen

ARMS/400 - Automated Rental Management System											
Closed Detail - By Adjuster - By Austin Davis											
Position to Adjuster Name											
Adjuster Name: Austin Davis											
Seq	Claim Number	Type	Rate	Rent Days	Auth Days	Office Active	Detail	Range	Chgs	Rent	Auth
1	123456789012	I	20.00	10	10	04/01/99	600.00	600.00	600.00	600.00	600.00
2	000214841359	C	22.00	20	20	04/01/99	440.00	440.00	440.00	440.00	440.00
3	01653295412357	T	20.00	10	14	04/01/99	280.00	280.00	280.00	280.00	280.00
4	037451357486	C	20.00	10	10	04/01/99	200.00	200.00	200.00	200.00	200.00
	011512695411	C	24.00	10	10	04/01/99	240.00	240.00	240.00	240.00	240.00

Total: 8.00      Avg: 21.40      4.6      14.2      1.8      501.00      289.00      239.00      More...

F1=Find      F5=Previous Actv      F6=Next Actv      F9=Copy/Pastekey      F12=Print

From the Closed Detail screen, adjusters can select an individual claim or simply look at the information provided on this screen.

1. **Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.
2. Press **|ENTER|** to display the selected adjuster's name.

The following fields are display-only (unless noted below):

**Office Active** - The first month with available reporting data.

**Range** - The range of dates for the reporting data.

➤ *These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.*

**Adjuster Name** - The adjuster in charge of the claims listed below.

**Claim Number** - The claim number assigned to a particular renter.

**Typ** - The type of claim (I=Insured, C=Claimant, T=Theft).

**Rate Auth** - The rate of the vehicle authorized by the adjuster.

**Rent Days** - The number of days the vehicle has been on rent.

**Auth Days** - The number of days authorized by the adjuster.

**# of Ext** - The number of extensions the adjuster has sent.

**Total Chgs** - The total amount of charges on the rental contract..

**Amt Rcvd** - The amount of the payment received by Enterprise.

## \*\*ARMS/400 UPDATE\*\*

**Bill Amount** - The amount of the rental bill.

**Total** - The number of contracts the adjuster is handling at this time.

**Avg** - The average numbers from the columns above.

3. Key 1 in the **Sel** (Select) field to choose a particular claim.
4. Press **[ENTER]**. The View Reservation/Rental screen appears. Please refer to the ARMS/400 User Guide to view the View Reservation/Rental screen.

**[F3]** **Exit**  
Return to the Main Menu (page 1).

**[F5]** **Previous Adj**  
Display the previous adjuster's (alphabetically) claims (if applicable).

**[F6]** **Next Adj**  
Display the next adjuster's claims (if applicable).

**[F9]** **Show Renter**  
Display renters' names in place of the claim numbers.

**[F12]** **Prev**  
Return to the Select Report View Options screen (page 2).

# \*\*ARMS/400 UPDATE\*\*

## Closed Summary Screen

ARMS/400 - Automated Rental Management System										
Closed Summary - By Adjuster										
Office Active: 07-00-00 - 08-00-00										
Position to Adjuster Last Name										
F12=Previous										
Adjuster Name										
Rate										
Inv										
Auth										
Days										
Auth Days										
# of Ext										
Total Chgs										
Amt Rcvd										
Bill Amount										
Summary										
F3=Exit										

This Summary screen contains average totals for adjusters.

**Position to Adjuster Last Name** - Key the first few letters of the last name of the adjuster whose claims you wish to view.

The following fields are display-only (unless noted below):

**Office Active** - The first month with available reporting data.

**Range** - The range of dates for the reporting data.

- These are two new fields on the screen. They are both prefilled in with default values. You can edit the Range field, but the Office Active field is view-only.

**Adjuster Name** - The adjuster in charge of the claims.

**Tot Inv** - The total number of invoices for this adjuster.

**Rate Auth** - The rate of the vehicle authorized by the adjuster.

**Rent Days** - The number of days the vehicle has been on rent.

**Auth Days** - The number of days authorized by the adjuster.

**# of Ext** - The number of extensions the adjuster has sent.

**Total Chgs** - The total amount of charges on the rental contract.

**Amt Rcvd** - The amount of the payment received by Enterprise.

**Bill Amount** - The amount of the rental bill.

**Summary** - The average of all of the columns above.

[F3]

Exit

Return to the Main Menu (page 1).

## \*\*ARMS/400 UPDATE\*\*

[F12]

Previous

Return to the Select Report View Options screen (page 2).

\* \* \*